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# Employee Work Profile

Work Description/Performance Plan

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| Position Number: | | | Department/Division:  DGIM | |
| Role Title & Code:  Direct Service Assoc III & 49053 | | | Working Title:  (CHW)Patient Navigator | |
| Pay Band:  3 | | | Position supervises two or more FTEs:  Yes  No | |
| Supervisor’s Position #:  570100 | Supervisor’s Role or Faculty Title:  Program Manager | | | Date: |
| Organizational Objective (Applicable Quest Themes; Division/Department/Team mission/goals):  **1) Demonstrates competency in case managing sickle cell patients, families and staff regarding appropriate resources to reduce hospital admissions and improve patient quality of life.**  **2 ) Provide patient Support & counseling as needed in all aspects related to their medical care**  **3) Provide program support for patients and interdisciplinary team to assist with medical care for patients**  **4)Communicates and documents patient care activities**  **5) Employee performs miscellaneous responsibilities** | | | | |
| Purpose of Position  (Cascading Goals for the individual employee):   1. Case manage individual adult SCD patients to reduce hospital readmissions and length of stay, improve quality and outcomes of care, and improve satisfaction for identified patients. Patient contact or interventions may occur in the hospital, clinic, or community settings. Needs met may be physical, psychosocial, or administrative. Resources may come from the hospital, clinic, government, or community. 2. Work as part of part of an interdisciplinary medical home case management team to achieve the above patient goals. 3. Work as part of an interdisciplinary team to support pediatric SCD patients transitioning into the adult SCD clinic, by establishing outreach, support groups, education, and support for career and medical needs. | | | | |
| Knowledge, Skills, and Abilities (KSAs) and/or Competencies required to successfully perform the work:  **Ability to execute outreach plans, collect data and prepare reports. Excellent oral and written communication skills with the ability to listen, comprehend and effectively communicate. Must have the ability to work independently, but also to work effectively within interdisciplinary teams. Must be able to work flexible schedule. Must have a valid driver’s license, transportation and insurance. Must be willing to travel outside of the Richmond area for day trips. Must have working knowledge and ability to use Microsoft Office** | | | | |
| Education, Experience, Licensure, Certification required for entry into position:  **Bachelor degree in social work or related field preferred, or a minimum of one years working as a patient navigator(CHW) in an academic center or health system, but at least hold a High School Diploma/GED. Required experience working with sickle cell population for a minimum of one year. Knowledge of health care systems required for a minimum of one year. Must possess demonstrated ability to relate to individuals and families of varied ethnic, cultural backgrounds, ages and economic circumstances.** | | | | |
| **Please check “Yes” or “No” to show if this position is Sensitive or Resource Critical** | | | | |
| Yes  No **Sensitive Position**  (Positions that have direct contact with research animals, are responsible for direct  patient care and are responsible for safety, such as police and security staff) | | Yes  No **Resource Critical**    (Positions that have access to or control over confidential information related to  employees, students or patients, and have access to or control over significant  institutional assets) | | |

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| **FOR HR USE ONLY** | | | | |
| FLSA SALARY TEST | **FLSA JOB DUTIES EXEMPTION TEST USED** | | | |
| EMPLOYEE DOES NOT   MAKE $23,660 OR MORE   (Non-Exempt) | EXECUTIVE | | PROFESSIONAL | COMBINATION (CHECK TESTS  USED) |
| ADMINISTRATIVE | | COMPUTER |
| **FLSA STATUS** (as determined by VCU Human Resources) | | **HR CONSULTANT** | | **DATE** |
| **NON-EXEMPT**  **EXEMPT** | |  | |  |

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| **% Time**  **Spent**  **E or M[[1]](#footnote-1)** | **Core Responsibilities** | **Measures** |
| 1. Performance  Management  **(only for employees who supervise others)** |  |
| 0 %  E or  M |
| \_40\_\_\_%  E or  M | 2. Competency and performance Requirements | * **Effectively communicates and navigates systems to include health care, social services, education and community resources to assure patients access and appropriate use of these services** * **Identify problems and resources to help clients solve their problems with the goal of empowering the patient/family/others how to navigate** * **Work in a community and hospital settings, or other designated settings, to ensure that the patients’ needs are properly identified. This will include, but not limited to, home visitations, hospital visits, ED visits, other medical appointments and all other approved locations to work efficiently with the patient to provide stability** * **Work with clinical social worker to ensure that all identified behavioral health needs are supported for the patient.** * **Working with sickle cell transition population to ensure all patients need from pediatric to adult care have been accessed** * **Work with interdisciplinary team on evaluation process in order to provide research documentation on the outcomes of the program.** * **Developing an effective working relationship with the patient and caregiver through engagement, collaboration, advocacy, decision making and problem solving activities** * **Work with interdisciplinary team to understand the patients’ needs and assist with planning for patients both inpatient and outpatient** * **Attending support group meetings for sickle cell patients and outside activities relevant to education and socialization** * **Work with pediatric team on a transition support group to increase education and socialization of transition patients.** * **Attend transition program events as needed** * **Identify community resources that are maintained in a data base for supervisors reference** |
| \_\_20\_\_%  E or  M | 3. Patient Support and Assurances | * **Programs to include eligibility requirements, application process and understands the VCUHS Indigent Care Program and the eligibility process to support patients in completion of application to assure access to care.** * **Understands public support to include eligibility requirements, application once and service available once client is deemed eligible assists the individuals in receiving the services they need to maintain their quality of health.** * **Is knowledgeable of the Patient Cantered Primary Care Medical Home and assists the interdisciplinary teams in promoting patient centered care.** * **Work with interdisciplinary teams while patient is hospitalized to prepare for discharge and ensure medical follow-up is secured and provided for the patient’s needs.** * **Navigate the systems of care while teaching the patient about self-care that is appropriate and timely. This shall assist in making appointments, obtaining referrals for specialty care, appropriate use of the ED, promotion of obtaining preventive services, etc.** * **Works with patients to empower them to become an active participant in their health care.** * **Demonstrate skills in patient advocacy to assure access to care.** |
| \_20\_\_\_%  E or  M | 4. Communicates and Document Patient Activities | * **Provides a supportive environment for patient to discuss issues that need addressed** * **Completes all documentation as required by the VCUHS team** * **Attend all scheduled trainings, workshops and additional workshops as indicated by supervisor** * **Documents and is competent in listening, share information 1:1 or in larger groups using establishes written and oral communication systems** * **Reports to program manager or medical director for any pertinent observation or information** |
| \_20\_\_\_%  E or  M | 5. | * **Attend all scheduled trainings, workshops and additional workshops as indicated by supervisor** * **Performs other duties as assigned/or participates in special projects in order to support the mission of VCUHS and the department** * **Provides assistance to team members** * **Planning for absences by ensuring coverage for patients** * **Accepts alternate assignments as required, graciously** |
| \_\_\_\_%  E or  M | 6. |  |
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| **Special Assignments** | | **Measures** |
| 1.  E or  M | |  |
| 2.  E or  M | |  |

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| **Objectives and/or Competencies** | | | | | Measures | | | | | | | | | | | | | | |
| 1. **Customer Service**  If employee works onsite at the VCU Health System, use of a separate additional customer service evaluation tool is encouraged – see [www.hr.vcu.edu/employee/mgrannualperformance.html](http://www.hr.vcu.edu/employee/mgrannualperformance.html) for more information | | | | | * Listens to and anticipates customer needs; provides clear explanations; responds quickly; takes initiative to assist internal and external customers. * Communicates respectfully to internal and external customers; appreciates diversity and respects differences. * Observes confidentiality. * Uses all office resources, including the telephone, office equipment, electronic communications and the Internet, in a responsible manner and according to university policies and guidelines. | | | | | | | | | | | | | | |
| E or  M | | | | |
| 2. **Ethical Standards** (VCU Code of Conduct)  E or  M | | | | | * Demonstrates respect, honesty, excellence, responsibility and accountability; stewardship; compliance; and a commitment to integrity and ethical behavior by example in his/her day-to-day activities. | | | | | | | | | | | | | | |
| 3.  E or  M | | | | |  | | | | | | | | | | | | | | |
| 4.  E or  M | | | | |  | | | | | | | | | | | | | | |
| 5.  E or  M | | | | |  | | | | | | | | | | | | | | |
| Position's Physical/Cognitive Requirements. Indicate by each element: E = Essential; M = Marginal; or N/A | | | | | | | | | | | | | | | | | | | |
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| **Physical Demands and Activities:** | | | | | | | |  | | **Emotional Demands:** | | | | | | | | | |
| E | Light lifting | (<20 lbs.) | | | | | |  | | E | Fast pace | | | | E | Average pace | | | |
| N/A | Moderate lifting | (20-50 lbs.) | | | | | |  | | E | Multiple stimuli | | | | E | Frequent change | | | |
| N/A | Heavy lifting | (>50 lbs.) | | | | | |  | | E | Intense customer interaction | | | | | | | | |
| M | Pushing/pulling | | E | | Walking | | | | |  | | | | | | | | | |
| E | Standing | | M | | Climbing | | | | | **Mental/Sensory Demands:** | | | | | | | | | |
| E | Sitting | | E | | Reaching | | | | | E | Memory | | E | Reasoning | | | E | Hearing |  |
| E | Repetitive motion | | E | | Bending | | | | | E | Reading | | E | Analyzing | | | E | Logic |  |
|  | | | | | | | | | | E | Verbal communication | | | | | | | | |
| **Environmental Conditions:** | | | | | | |  | | | **E** | Written communication | | | | | | | | |
|  | Extreme heat/cold | | |  | | Fumes | | |  | | |  | | | | | | | |
|  | Extreme noise | | |  | | Mists/gases | | | Other: | | |  | | | | | | | |
|  | Vibrations | | |  | |  | | |  | | |  | | | | | | | |
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**ADDENDUM – Please attach an ORGANIZATIONAL CHART**

This page is separate from the remainder of the Work/Description/Performance Plan because it contains confidential employee information.

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| **Employee Name:** | | | **Department/Division:**  DGIM | | | | |
| Employee Development Plan (Professional/Career Development): | | | | | | | |
| **Learning Goals:** | | | | | | | |
| **Learning Steps/Resource Needs:** | | | | | | | |
| Confidentiality and Compliance Statement  I acknowledge and understand that I may have access to confidential information regarding employees, students, patients or the public, or to proprietary or other confidential business information belonging to Virginia Commonwealth University (VCU). In addition, I acknowledge and understand that I am required to reasonably comply with all applicable federal, state and University policies, procedures and regulations, including those related to recording leave and use of university funds or resources.  Therefore, except as required by law and excluding information that can be released under federal, state or university regulations, I agree that I will not:   * Access data that is unrelated to my job duties at VCU; * Disclose to any other person who does not have a business “need to know,” or allow any other person access to any information related to VCU that is proprietary or confidential. Disclosure of information includes, but is not limited to, verbal discussions, FAX transmissions, electronic mail messages, voice mail communication, written documentation, “loaning” computer access codes and/or any other transmission or sharing of data.   Furthermore, I agree to:   * Comply with or seek official exceptions to applicable policies and procedures.   I understand that VCU and its employees, students, patients or others may suffer irreparable harm by disclosure of confidential or proprietary information and that VCU may seek legal remedies available to it should such disclosure occur. I understand that failure to comply with applicable policies, procedures and regulations may result in a loss of resources and that VCU may seek legal remedies available to it should such losses occur. Further, I understand that violations of this agreement may result in disciplinary action, up to and including termination of my employment.  I also agree to the following conditions required by the federal Fair Labor Standards Act (FLSA). (To determine your FLSA status, see your supervisor.)   * If I am in a **Non-Exempt** employment status according to the FLSA, I will not work overtime (for example, beyond 40 hours in a workweek, after typical work hours or through lunch periods) unless I receive specific instruction/permission from my supervisor. * If I am in an **Exempt** employment status according to the FLSA, I understand that I may occasionally need to work overtime without receiving additional pay or accruing compensatory time. | | | | | | | |
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|  | Employee Signature | | |  | | Date |  |
| Review of Work Description/Performance Plan | | | | | | | |
| Supervisor’s Signature: | |  | | Date: |  | |  |
| Reviewer’s Signature: | |  | | Date: |  | |  |
|  | | | | | | | |
| Employee Comments: | | | | | | | |
| Employee’s Signature: | |  | | Date: |  | |  |
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1. Essential (E) or Marginal (M) job functions [↑](#footnote-ref-1)