



Community Health Navigator

POSITION SUMMARY

The Community Health Navigator serves as the primary care coordination contact for Ethne Health patients in a specific language cohort. In this role, you own the full lifecycle of each patient's care coordination journey — from the moment a provider places a referral order through to resolution — and you build a consistent, trusted relationship with each patient in your panel over time. You work across the clinic: in the Resource & Community Health office, in exam rooms, in the waiting area, and when appropriate, in the community. The Community Health Navigator role expands the influence of primary care at Ethne to support patients both inside and outside the exam room.

KEY RESPONSIBILITIES

- **Referral Lifecycle Ownership:** Receive referral orders for your assigned patient cohort; verify insurance coverage; contact specialist offices; schedule appointments when needed; confirm appointments directly with patients in their language; follow up at regular intervals; receive and route specialist reports back to the clinical team.
- **Self-Sufficiency Coaching:** Assess each patient's self-sufficiency tier at intake and at each major care transition. Deliver structured coaching using various models for designated patients. Document assignments and patient goals in EMR. Support patients in building long-term capacity to navigate their own care.
- **Financial Assistance Navigation:** Guide patients through Ethne Health's sliding-scale fee application and relevant local financial assistance programs. Connect patients to transportation assistance, food resources, and other community programs as identified through screening.
- **Specialist Appointment Logistics:** Confirm appointments directly with patients and specialist offices, removing logistical barriers at every step — language, transportation, insurance, or otherwise.
- **Multi-Channel Communication:** Manage communication channels including WhatsApp, texting, emails, etc for your patient cohort. Respond to patient, provider, and community resource messages with professional speed. Maintain appropriate documentation of patient communications in EMR.

- Clinical Records Continuity: Proactively retrieve outstanding consult notes and external records and ensure all incoming documentation is accurately filed in the EMR. Own the paper trail between providers so the clinical team always has what they need.
- Interpretation Support: Provide language interpretation support for patients during care coordination interactions. Coordinate with the team lead for any exam room interpretation needs specifically within your cohort.
- Community Presence: Extend your work beyond the Resource room when appropriate; engaging patients throughout the clinic. Build relationships with community organizations in the Atlanta area.
- Process Optimization: Continuously audit workflows to design and implement streamlined, creative solutions that improve operational agility.

POSITION REQUIREMENTS

- High school diploma or GED equivalent
- Passion for health equity and [Ethne Health's mission, vision, and values](#)
- Demonstrate excellent communication skills both verbally and written, working effectively with diverse ages, cultures, and temperaments among Ethne staff and patients, while maintaining kindness and professionalism. Customer service experience preferred
- Work independently, take initiative, and set priorities aligned with the clinic's needs and mission; multi-task and problem-solve effectively in a fast-paced environment, including unexpected changes to work schedules or locations
- Reliable, detail-oriented, and able to manage a full caseload of active patients with appropriate prioritization
- Exhibit personal integrity through punctuality, honesty, attention to detail, ability to follow instructions, and willingness to learn from others
- Comfort with technology: ability to learn and use AthenaOne EMR, WhatsApp, Slack, Google Workspace. Type at a minimum speed of 45 words per minute
- Understand and adhere to departmental and organizational policies and procedures, including HIPPA and OSHA.

PREFERRED

- Certified Community Health Worker (CHW) credential — or active enrollment in a CHW certification program. Ethne Health will support certification for candidates who do not yet hold this credential.
- Associate's or Bachelor's degree in public health, social work, health sciences, or a related field
- Familiarity with EMR program navigation (AthenaOne, Epic, etc)

- Familiarity with Medicaid enrollment, SNAP, CHIP, or other public benefit programs
- Experience working with refugee or immigrant populations
- Knowledge of Atlanta-area community resources and social service organizations
- Bilingual fluency in two or more of the team's target languages
- Medical interpretation certification preferred

COMPENSATION/BENEFITS

- \$18-20 per hour (additional skill-based pay for Medical Interpretation Certificate)
- Medical interpretation certification
- Community health worker training
- 3 weeks PTO per year earned; PTO accrued with increases based on tenure
- Full benefits package, including health, dental, vision, and life insurance

ACKNOWLEDGEMENT

I hereby acknowledge that I have received a copy of my job description. I understand, in the event that I am hired, that it is my responsibility to review Ethne Health's expectations with my supervisor.

Print Employee Name

Signature of Employee

Date

Please email all inquiries with cover letter and resume to andrew.kirk@ethnehealth.org