

# Volunteer Patient Navigator Job Description

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## Oncology Lay Patient Navigator Job Description

**Department:** Volunteer Services

**Supervisors:** Director, UNC Volunteer Services, UNC Volunteer Services Coordinator, Administrative Clinical Director LCCC, Nurse Navigator, Clinic Staff

**Primary responsibilities:**

Under the direction of the nurse navigator and clinic nurse, the lay patient navigator will provide additional non-clinical support and assistance for patients and families/caregivers while navigating the NC Cancer Hospital. Lay patient navigators will be trained and integrated within the NC Cancer Hospital in order to assist with the identification and resolution of non-clinical barriers to care while increasing support and access to information.

**Objective:**

The goal of this program is to provide additional non-clinical support as patients and caregivers navigate a complex health system during a difficult and stressful time.

**Minimum Qualifications:**

The volunteer in this role:

- Must attend and complete a 6 hour lay navigation training and clinic orientation. Orientation schedule will be based upon identified needs of lay navigator.
- Is compassionate, reliable, dependable, proactive and self-directed
- Demonstrates initiative and excellent communication skills; will be focused and attentive to this assignment
- Demonstrates ability to maintain patient confidentiality at all times
- Demonstrates "readiness" to help others and the ability to maintain healthy boundaries when assisting patients
- Understands the needs of cancer patients; is objective and will not personalize their experiences with patients
- Understands policies of UNC Health Care Volunteer Services and will wear designated name badge and/or jacket
- Commits to additional training required by lay patient navigation program
- Demonstrates through the interview process that enough personal time has been taken to recover physically and emotionally from their own cancer experience, if applicable.
- Can stand for extended periods of time

**Time Needed:**

- 3-4 hour shift per week. Hours may vary based upon need.

**Essential Functions:**

- Meet the new or return patient at the designated clinic, offering support and identifying barriers to care.

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# Volunteer Patient Navigator Job Description (cont.)



- Answer appropriate questions related to non-clinical support
- Provides a new patient guide and/or a listing of additional resources including financial assistance, accommodations, transportation, etc.
- Document after each patient encounter
- Assist with accessing internal and external community resources
- Introduce patient and caregiver to the Patient Family Resource Center
- Utilize appropriate active listening and communication techniques in order to provide emotional and social support
- Exercise infection control at all times
- May act as a liaison between community and healthcare system using culturally appropriate educational materials
- Ensure the patient has been signed up for My Chart and understands how to access and use this program in order to monitor their own medical care.
- Refer all medical questions to the appropriate staff

#### Procedures:

- Volunteer will follow the usual procedure for signing in and out
- Volunteer will offer support to patients/caregivers as requested
- Volunteer will be on site at each shift and will notify the coordinator is unavailable to report
- Volunteer may accompany patient to other designated appointments on campus
- Volunteer will complete the Patient Navigation Encounter Form after each visit
- Volunteer will visit only patients assigned by nurse or health care team
- Volunteer will provide requested non-clinical information
- Volunteer will know where to find additional information as requested or make appropriate referrals

#### Competency Assessment:

Ability to complete encounter form	Recognizes and respects multicultural needs of patients, caregivers and families	General knowledge of cancer, health promotion and cancer prevention
Understands role of nurse navigator, clinic staff and communication channels	Understands ethics and confidentiality	Takes initiative to refer patient and family/caregivers to resources internal and external cancer support services including the NC Cancer Hospital Patient and Family Resource Center and Chaplains
Ability to address non-clinical barriers to care including accommodations, transportation, lack of social support and financial assistance	Understands how to access resources to resolve barriers to care	Demonstrates ability to provide emotional and social support by active listening and effective communication
Review of in-house phone system; list of frequently used numbers	Verbalizes sensitivity to patients and caregivers facing chronic and life-threatening illness	Demonstrates ability to maintain healthy boundaries

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Source: UNC Health Care, Chapel Hill, NC; Oncology Roundtable interviews and analysis.