

## **Valley AIDS Council d/b/a/Westbrook Clinic Position Description**

Job Title: Telemedicine Navigator  
FLSA Status: Non-Exempt  
Approved By: CEO/Executive Director/Chief Medical Officer  
Approval Date: 04/01/2020  
Skill Level: Telemedicine Navigator I  
Department: Medical  
Reports To: Director of Nursing

*O\*Net Equivalent: 21-1022.00, Healthcare Social Workers, Job Zone 5, 5-Bachelor's degree, Provide individuals, families, and groups with the psychosocial support needed to cope with chronic, acute, or terminal illnesses. Services include advising family care givers, providing patient education and counseling, and making referrals for other services. May also provide care and case management or interventions designed to promote health, prevent disease, and address barriers to access to healthcare.*

### **EMPLOYEE RISK FACTOR: III**

Performs tasks that do not routinely involve exposure to blood, body fluids or tissues, and are not called on to perform or assist in emergency medical care or first aid to be potentially exposed in any other way as a condition of employment.

### **SUMMARY:**

The Telemedicine Navigator (TMN) will provide technical assistance to patients on how to navigate our Telemedicine platform for their virtual medical visits. The Telemedicine Navigator will be the liaison between VAC staff (medical and support services) and the patients before and during their medical appointments. The TMN will provide additional support to the medical team to conduct chart reviews for patients with upcoming medical appointments. Lastly, the TMN will provide ongoing training to staff on any updates on the telemedicine process and its procedures.

### **SUPERVISION RECEIVED:**

1. Direct Supervisor: Director of Nursing
2. Department Director: Chief Medical Officer
3. COO
4. CEO/ED

### **SUPERVISION EXERCISED**

1. None

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provide excellent customer service at all times to all clients.
- Provide technical assistance to clients and staff on how to navigate our telemedicine platforms.
- Assist the medical department during telemedicine appointments to navigate clients and staff to appropriate virtual rooms.
- Call patients to confirm and get consent for telemedicine visits prior to their appointments.
- Coordinate with the medical staff the physician's schedules for those patients that will be seen through telemedicine.
- Maintain patient charts and all necessary data entry in a timely manner.
- The ability to demonstrate knowledge and work with diverse populations in the community.
- Complete reports on a monthly basis as to the number of services provided in an effort to meet or exceed the funder's measures/requirements.

- Participate in meetings and activities as required.
- Maintain a flexible schedule; this position may occasionally require non-traditional hours, such as evenings and weekends.
- Other duties as assigned.

**MINIMUM QUALIFICATIONS – EDUCATION & EXPERIENCE:**

- A High School Diploma is required.
- A degree from an accredited technical school or community college.
- Certified Medical Assistant or Patient Care Technician
- 1 year experience working with disenfranchised population, preferred

**MINIMUM QUALIFICATIONS – KNOWLEDGE, SKILLS & ABILITIES:**

- Knowledge of HIV/AIDS; knowledge of community resources and referrals; knowledge of OSHA regulations.
- Ability to navigate videoconferencing platforms.
- Skills and abilities to teach others.
- Working knowledge of Microsoft Office, specifically Outlook, Word & Excel.
- Skill in operating the listed tools and equipment.
- Ability to communicate effectively both orally and in writing in English and Spanish; organizational and time management skills.
- Ability to perform multiple tasks; good problem-solving abilities; demonstrate flexibility and positive people skills. Ability to work with people of diverse backgrounds living with HIV/AIDS.

**SPECIAL REQUIREMENTS/QUALIFICATIONS:**

- State of Texas Class “C” Driver’s License. Employee must maintain all certifications, licenses and/or registrations consistent with Westbrook Clinic policy and Texas State Law. Bilingual (English-Spanish).
- Bilingual (English & Spanish) required.

**EQUIPMENT USED:**

Requires frequent use of personal computer, including videoconferencing applications, word processing and spreadsheet programs; telephone (mobile), copy machine, fax machine, and automotive vehicle.

**PHYSICAL DEMANDS:**

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**WORKING CONDITIONS:**

Work is predominantly performed in an office setting where the noise level is usually quiet.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

Valley AIDS Council d/b/a Westbrook Clinic is an Equal Opportunity/Affirmative Action employer, welcomes individuals from diverse backgrounds and perspectives, and believes that an inclusive and respectful environment enriches the Agency community and the employment experience of its members. Valley AIDS Council d/b/a Westbrook Clinic prohibits discrimination against individuals on the basis of race, color, national origin, religion, sex, sexual orientation, disability, age, status as a veteran or special disabled veteran, gender identity or expression, genetic information, pregnancy, childbirth or related medical conditions and any other prohibited characteristic. Please visit our website to view all Agency Policies and Workplace Postings.

Background investigations and a drug screen are required for all new hires as a condition of employment, after the job offer is made. Employment will be contingent upon Valley AIDS Council d/b/a Westbrook Clinic's acceptance of the results of the background investigation and drug screen.

Employment with Valley AIDS Council d/b/a Westbrook Clinic will require training which may include but not limited to explicit training/discussion regarding sex and sexuality. This position may also encounter such explicit language when dealing with clients and targeted populations.

This job description has been discussed with me by my supervisor. I agree to perform these duties to the best of my abilities, and I understand that my duties may not be limited to those described above.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
HR Director Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
CEO/Executive Director Signature

\_\_\_\_\_  
Date