



Position: THP Specialty Care Navigator
Program: Nursing
Department: Health Services
Reports to: Manager of Specialty Care Services
Salary: \$49,920 Annually
Status: 100%; Regular; Full-Time; Exempt
Probation: 180 days
Benefits: Medical, Vision, Dental, and Life Insurance; also including Long Term Disability, an Employee Assistance Program, and a 403B retirement plan

JOB SUMMARY: Under the supervision of the Manager of Specialty Care Services, the Trans Health Program Specialty Care Navigator will provide comprehensive care coordination, management of provider referrals, including preparation, education, support, and care planning for surgery and other gender affirming procedures.

ESSENTIAL FUNCTIONS:

- 1) Implements, monitors, and maintains the referral process and care coordination under Los Angeles LGBT Center (Center), Medicare, Medi-Cal, and other third-party payer guidelines;
- 2) Works in collaboration with medical care team to implement and maintain effective and efficient care coordination;
- 3) Collaborates with Case Management and Behavioral Health to support letter writing process;
- 4) Tracks and monitors completion of appropriate mental health screenings;
- 5) Follows guidelines to determine patient eligibility for referral authorization, i.e., Medi-Cal/Medicare status;
- 6) Coordinates referrals per clinic protocol to all specialty consultants and ancillary healthcare services;
- 7) Maintains close contact and follow-up with patients and specialty providers;
- 8) Reduces gaps in services by promoting continuity of care and follow-up of patients;
- 9) Serves as a liaison between specialist consultants, Health Services, and insurance entities to provide consistent quality of care to patients;
- 10) Communicates appropriately with patients, colleagues, and specialty providers in a timely manner;
- 11) Maintains clear and concise communication, including case presentations, written progress notes, medication lists, summaries, and reports;
- 12) Assists patients with appointments/surgery scheduling as necessary;
- 13) Organizes a system to monitor specialist appointments;
- 14) Participates in staff in-services, Center meetings, and Health Services meetings as required;
- 12) Maintains and monitors internal tracking system;
- 13) Provides education and counseling on the referral program process;
- 17) Works with medical providers, medical specialists and the medical care teams to coordinate care and provide appropriate referral follow up which includes but is not limited to obtaining consult notes and authorizations for additional services as needed;
- 18) Other duties as assigned.

Page 1 of 2 – See page 2 for Job Qualifications and Experience

E-mail cover letter and resume as an attachment to jobs@lalgbtcenter.org website: www.lalgbtcenter.org

Or submit cover letter with application/resume to:

Los Angeles LGBT Center, Human Resources Dept., 1625 N. Schrader Blvd., Los Angeles, CA 90028

The Los Angeles LGBT Center is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.

JOB QUALIFICATIONS AND EXPERIENCE:

- 1) Knowledge of or experience working with the LGBTQ community and familiarity with issues of particular relevance to LGBTQ people;
- 2) A passion for the Center's work and its mission to make the world a better place for LGBTQ people;
- 3) Gender Health Care experience preferred;
- 4) 3 years of Case Management experience preferred;
- 5) 3 years of experience working in outpatient healthcare setting;
- 6) HIV/AIDS healthcare experience, with basic knowledge and understanding of infectious diseases, a plus;
- 7) Transgender specific Utilization Management/referral experience is preferred;
- 8) Case Management Certification, a plus;
- 9) Bilingual (English/Spanish fluency), a plus;
- 10) Current AHA CPR Certification;
- 11) Ability to exercise appropriate judgment and decision-making;
- 12) Understanding of medical treatments/procedures, surgical and non-surgical, for gender affirmation, preferred;
- 13) Excellent verbal and written communication skills, including strong organizational, detail, and interpersonal skills;
- 14) Knowledge of ICD-10 and CPT coding;
- 15) Excellent computer skills and knowledge including electronic health record system, word processing, database operations, and other software systems;
- 16) Ability to be self-motivated and dedicated to initiating and completing complex tasks;
- 17) Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, gender expression, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration statuses, and physical abilities in a multicultural environment.

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