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Volunteerism & Health Literacy Project Volunteer Navigator Job Description

Volunteer Navigator Job Description

Gouverneur Healthcare Services (part of NYC's Health & Hospitals Corporation) has been providing quality healthcare in Manhattan's Lower East Side for over 120 years. Because the majority of our patients are recent immigrants, many have a hard time knowing what to do in order to navigate their way through the healthcare system and finding their way around at our facility. These patients often struggle with the process of being seen for an appointment, including registration, signing up for a health plan, opening a visit, getting their prescriptions filled, getting lab work done, etc. Many of these patients suffer from poor health literacy skills. Health literacy is the ability to read, understand, and effectively use basic medical instructions and information. Gouverneur is currently seeking to recruit Student and Community Volunteers to help us address this urgent need.

Position Description: All volunteers will receive a complete orientation of Gouverneur that includes:

1. Philosophy, history and organizational structure of the facility.
2. Structure of the volunteer program.
3. A tour of the facility.(incorporated into a scavenger hunt)
4. Specific policies and procedures of the facility/Volunteer Department.
5. Emergency situations and safety precautions.
6. Basic facility terminology.
7. Volunteer assignments and their requirements.
8. HIPAA Regulations

Volunteers will be trained by our Health Literacy/Quality Management Staff to help patients navigate their way around Gouverneur and access its services. Volunteers will gain a working knowledge of:

- Customer service skills – greeting and meeting patients
- Basic registration procedures (where to take new patients to get registered)
- Patient access to health insurance: Metroplus or Health First
- Layout of facility (services provided on each floor, their purpose and function)
- Visit procedures (opening a visit when a patient comes for an appointment)
- Payment procedures
- Appointment slips / procedures
- Patient referrals and consults
- Facility signage

All Volunteers will be supported by a Program Coordinator and Program Director, as well as Gouverneur's Volunteer Department. This is an excellent opportunity to obtain education on health literacy, as well as in-the-field work experience and direct patient contact. You will also gain a greater understanding of the workings of an ambulatory care setting and issues facing low income minority populations.

Desired Skills:

- Be able to converse in the patient's native language (English, Spanish, Mandarin Chinese or Cantonese). Other languages may be applicable as well.
- A basic desire to help people in general, and particularly the underserved

Volunteers should be outgoing, self-motivated, independent, and have an interest in urban health. They should display a desire to learn more about the health challenges that NYC's diverse populations struggle with. Volunteers must be responsible and punctual! Have the ability to work both within a team and individually. **Gouverneur is happy to assist Volunteers in obtaining course credit for their work if required by their school.** Volunteers should have availability during daytime working hours (9:00 am to 6:00 pm) and be able to commit to a daytime schedule. A volunteer is expected to make a commitment of 150 hours to our program, over the course of a semester or longer if desired. Lastly, volunteers are expected to work a minimum of six hour per week—done either in one day or spread out over multiple days. However, we are flexible with this requirement and special circumstances will be considered. Thank you, interested applicants please submit your resume to be considered and for more information, please contact:

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