

JOB INFORMATION

Job Profile Title: Patient Navigator and Community Liaison

Does this position have direct reports?: No

Job Description Disclaimer: *This position description provides the major duties/responsibilities, requirements and working conditions for the position. It is intended to be an accurate reflection of the current position, however management reserves the right to revise or change as necessary to meet organizational needs. Other responsibilities may be assigned when circumstances require.*

JOB SUMMARY

The Patient Navigator & Community Liaison is a Jefferson Health-funded, community-embedded role based at the Jaisohn Center, designed to improve access, coordination, and continuity of care. This position serves as a trusted bridge between Jaisohn Center, the community and Jefferson Health, helping create a seamless, culturally responsive patient experience across the full care journey—from entry into the healthcare system through follow-up care. The role also supports community events, outreach activities, and partnership-building efforts that strengthen Jefferson Health's visibility and connection with the Jaisohn Center patient community and broader Montgomery and Bucks county markets.

ESSENTIAL FUNCTIONS

Articulates the job's main responsibilities. This is not intended to be an exhaustive list of all essential functions or all duties performed. The essential functions listed below and percentage of time may vary between departments and locations, and are subject to change based on management discretion and organizational needs. Other responsibilities may be assigned at the discretion of management to meet organizational needs.

- Serves as a primary point of contact for individuals seeking access to Jefferson Health services. Facilitates scheduling for primary care, specialty services, diagnostics, screenings, and follow-up care. Guides patients through referrals, insurance navigation, financial assistance programs, and required documentation. Identifies and addresses barriers to care, including language, transportation, health literacy, and social determinants of health. Provides proactive outreach and follow-up to support appointment completion and continuity of care.
- Delivers culturally and linguistically appropriate education, navigation, and support, particularly for Korean-speaking patients. Builds trusted relationships with patients, families, and community members through consistent engagement. Empowers individuals to participate actively in their healthcare journey through education and coaching. Provides informal support, guidance, and advocacy to help patients navigate complex healthcare systems.
- Represents Jefferson Health at community events, health fairs, screenings, and educational programs hosted through and in partnership with the Jaisohn Center. Supports planning and execution of community-based initiatives that promote preventive care and awareness of available services. Partners with Jaisohn Center leadership and community stakeholders to expand access and strengthen engagement. Identifies opportunities to grow Jefferson Health's presence within the Korean community and increase access to services.
- Embedded in the Jaisohn center daily operations and builds relationships with their clinical, operational, and leadership team. Collaborates with Jaisohn Community Health Workers and Social services teams and Jefferson physicians, care teams, social workers, interpreters, and program leadership to coordinate care. Communicates patient needs, barriers, and follow-up requirements across the care continuum. Connects patients to internal programs and appropriate community-based resources. Supports continuity across care settings, ensuring a seamless experience from community to clinical care and back.
- Document patient interactions, referrals, outcomes, and outreach activities. Track key metrics such as new patient conversion, appointment completion, and follow-up adherence. Participate in program evaluation, reporting, and process improvement initiatives. Support development of workflows, educational materials, and community engagement strategies.
- Drives growth of net-new patients into Jefferson Health through a trusted community access point. Improves patient experience and continuity of care across the continuum. Strengthens Jefferson Health's partnership with the Jaisohn Center and the Korean community. Supports health equity and access goals while expanding community presence and service utilization.

QUALIFICATIONS

The requirements listed below are representative of the knowledge, skill, and/or ability required or preferred.

Education - Required

- High School Diploma/GED

Education - Preferred

- Bachelor's Degree

Experience - Required

- Experience in patient navigation, community health work, outreach, healthcare access, or social services preferred. and

Experience - Preferred

- 1 year Health industry/practice experience and
- 1 year Experience with hospital registration systems, such as Epic

Knowledge, Skills and Abilities - Required

- Strong interpersonal and communication skills with the ability to build trust across diverse communities.
- Ability to work independently in a community-based setting while collaborating effectively across teams.
- Commitment to health equity and culturally responsive care.
- Strong relationship-building and community engagement skills.
- Problem-solving and barrier resolution.
- Patient-centered, compassionate approach.
- Organizational skills with the ability to manage a caseload and multiple priorities.
- Flexibility to work across community and healthcare environments.

Knowledge, Skills and Abilities - Preferred

- Bilingual Korean/English strongly preferred, or experience working with Korean-speaking populations.
- Knowledge of healthcare systems, community resources, and social determinants of health preferred.

Additional Qualifications

- Excellent listening and communication skills, computer skills, ability to work independently. Able to creatively problem solve and establish effective relationships.

VALUES AND HABITS

Put People First

- Put People First: Create a safe environment where all colleagues feel supported and motivated to be their best at work.
- Build relationships: Build belonging, empathy, and collaboration.
- Engage with grace: Assume positive intent and share your perspective thoughtfully.
- Create moments: Affirm and acknowledge the contributions and efforts of others.

Do What's Right

- Do What's Right: Focus on how we work most effectively to get the best results.
- Prioritize What Matters: Clarify what's most critical and why.
- Align on Expectations: Translate priorities into agreed upon accountabilities and outcomes.
- Act with integrity: Behave ethically and honestly in all interactions and business practices.

Pursue Excellence

- Pursue Excellence: Focus on learning and growth.
- Look and Listen: Explore new ways of working and stay curious by learning from others.
- Innovate with Intent: Try new ideas that support organizational priorities.
- Value Lessons Learned: Acknowledge progress and insights that come from striving to improve.

PHYSICAL DEMANDS/WORKING CONDITIONS

The Functional Job Descriptions, maintained by Employee Health Services, will be the final authority on essential physical requirements if applicable.

Usual Workday Hours:

8

WORK ENVIRONMENT

Functional Demands

Energy level refers to the amount of energy transferred to an object in order to perform the work that needs to be done.

		Short Description	Full Description
☒	Sedentary	Very light energy level	Lift and carry 7 lbs., continuous sitting >67%, frequent keyboard use/repetitive motion, frequent fine motor activity/wrist position deviation.

		<i>Short Description</i>	<i>Full Description</i>
☐	Light	Moderate energy level	Lift and carry 25 lbs. frequent sitting/standing, frequent keyboard use, *patient care providers may be required to perform activities specific to their role including kneeling, bending, squatting and performing CPR.
☐	Medium	High energy level	Lift and carry 40-50 lbs. Examples: Push/pull patients on bed, stretcher (requires 29 lbs. push force), lateral transfers up to 50 lbs. of the patient's weight. Frequent to continuous standing/walking. Patient transporters can walk 8-10 miles per shift. *Patient care providers may be required to perform activities specific to their role including kneeling, bending, squatting and performing CPR.
☐	Heavy	Very high energy level	Lift over 50 lbs. Push/pull up to 140 lbs. Carry 80 lbs. short distances. Frequent standing/walking, squatting, kneeling, crawling, climbing and reaching overhead.
☐	Other		

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Activity Requirements

Activity Level Throughout Workday

<i>Physical Activity</i>	<i>Occasional (0-35% of day)</i>	<i>Frequent (36-66% of day)</i>	<i>Continuous (67-100% of day)</i>	<i>N/A</i>
Sitting			X	
Standing	X			
Walking	X			
Climbing				X
Lifting (floor to waist level)	X			
Lifting (waist level and above)	X			
Carrying objects	X			
Push/pull				X
Twisting				X
Bending	X			
Reaching forward	X			
Reaching overhead				X
Squat/kneel/crawl	X			
Wrist position deviation	X			
Pinching/fine motor activities	X			
Keyboard use/repetitive motion			X	
Taste or smell				X
Talk or hear			X	

SENSORY REQUIREMENTS

While performing the duties of this job, the employee is required to work within the selected working environments.

	<i>Accurate 20/40</i>	<i>Very Accurate 20/20</i>	<i>N/A</i>
Near Vision	X		
Far Vision	X		

Work Activities

	<i>Yes</i>	<i>No</i>	<i>N/A</i>
Color Discrimination	X		

Other Physical Requirements

	<i>Minimal</i>	<i>Moderate</i>	<i>Accurate</i>	<i>N/A</i>
Depth Perception		X		
Hearing			X	

ENVIRONMENT REQUIREMENTS

Occupational Exposure Risk Potential

	<i>Reasonably Anticipated</i>	<i>Not Anticipated</i>	
Bloodborne pathogens		X	
Chemical		X	
Airborne communicable diseases		X	
Extreme temperatures		X	
Radiation		X	
Uneven surfaces or elevations		X	
Extreme noise levels		X	
Dust/particular matter		X	
Other (List)			