

Job Title: Adolescent and Young Adult (AYA) Patient Navigator

Reports to: Director, Service & Care Delivery + UMMC Oncology Social Work Team Lead

Standard Hours: UMMC: 8am to 4pm (specific hours will be determined by the needs of the patients and the hospital). Ulman Foundation: 9am-5pm, with occasional after-hour commitments and events.

Our Mission:

We change lives by creating a community of support for young adults, and their loved ones, impacted by cancer.

Your Responsibilities in Our Mission:

Provide services, resources, and activities to promote the social and emotional quality-of-life of adolescent and young adult oncology patients. Your primary job is to meet patients where they are, establish rapport, identify barriers and implement interventions to help with compliance, psychosocial issues, and other needs that the patient/family face. This AYA Patient Navigator position is a program of the Ulman Foundation designed to advance the institution's commitment to an exceptional patient experience for their young adult patient population.

Special Conditions:

This position is designed so that 4 days a week are spent working on-site at University of Maryland Stewart and Marlene Greenebaum Comprehensive Cancer Center, directly with patients and hospital staff. One day a week is allocated to specific work with/at the Ulman Foundation. Specific site TBD, but could include: Ulman Foundation Office/Headquarters, Ulman House, or remote working. The position will require work at the Ulman Foundation on a weekly basis, minimum of one day a week and participation in periodic Ulman Foundation events that take place on nights and weekends.

Specific position duties include:

Organizational Commitment/Identification:

- Partners in the institution's and Ulman Foundation's missions and upholds the core principles and values of the organizations they represent.
- Demonstrates commitment to diversity and recognizes the value of cultural/ethnic differences.
- Demonstrates personal and professional integrity.
- Maintains confidentiality at all times as required by HIPAA.

Customer Service:

- Anticipates and thoughtfully responds to needs of others, follows up until needs are met.

Performance Improvement and Problem Solving:

- Contributes to a positive work environment.
- Demonstrates flexibility and willingness to change and adapt.
- Identifies opportunities to improve clinical and administrative processes.
- Makes appropriate decisions using sound judgment.
- Demonstrates resourcefulness and critical thinking to solve complex problems.

Cost Management/Financial Responsibility:

- Uses resources efficiently.
- Searches for less costly ways of providing services.

Ulman Headquarters

1215 East Fort Ave, Suite 104
Baltimore, MD 21230

Ulman House

2118 East Madison St.
Baltimore, MD 21205

ulmanfoundation.org

info@ulmanfoundation.org
410.964.0202

- Manages a budget and uses at their discretion, any patient assistance funds.

Safety:

- Continuously validates and verifies information needed for decision making and/or documentation.
- Demonstrates accurate, clear, and timely verbal and written communication.
- Actively promotes safety for patients, families, visitors, co-workers and themself.

Contributes to Furthering Professional Environment & Standards:

- Responds to requests for service as stated in department standards.
- Participates in psychosocial and departmental staff meetings.
- Meets all requirements for tracking of patient contacts and patient participation in organized events.
- Participates in departmental performance improvement activities.

Develops and Implements Effective Patient Support Programs:

- Coordinates onsite activities geared toward the AYA population.
- Coordinates offsite activities geared toward the AYA population.
- Meets with all newly diagnosed (and new to the institution) AYA patients to discuss AYA-specific resources within the institutions, and throughout the greater Baltimore/Washington area, within the Ulman Foundation and partner organizations, and on the internet.
- Connects AYA patients to other AYA cancer patients/survivors in the Baltimore/Washington, DC area.
- Commitment and engagement in AYA support services, such as support groups and/or social support programming, that may be provided after normal business hours.

Establishes Effective Multidisciplinary Communication Regarding Patient & Family

- Facilitates communication between AYA patients, their medical care team, and their families.
- Educates each newly diagnosed AYA about available resources and documents encountered in patient medical record.
- Communicates observations to the health care team.
- Participates in psychosocial and multidisciplinary team meetings.
- Provides opportunities for stakeholder input into the Project through staff meetings, focus groups and on-line surveys. Stakeholders include AYA patients (current & former), their families, and medical and psychosocial support staff.
- Collaborates with existing psychosocial support staff to determine ways to best support AYA cancer patients and their families.
- Develops, implements, and promotes Ulman Foundation programming to further and align with the Ulman Foundation mission, values, and strategic plans.
- Educates medical and psychosocial support staff about the Project and general AYA oncology information. Educational efforts may include in services, presentations at grand rounds, brown bag lunches, information distribution, and more.
- Meets with all AYA patients being treated who are referred to the Ulman Foundation or contact the Ulman Foundation directly, or identified by the Patient Navigator prior to a referral/contact.
- Develops, implements, and promotes Ulman Foundation programs (such as support groups/Where YA Meet, Cancer to 5K, referrals to the Ulman House, and new programs and activities that enhance the patient and family experience).
- Works weekly from the Ulman Foundation office on program advancement including remote navigation. Attends bi-weekly Ulman Foundation all-staff meetings and spends that workday working from the Ulman Foundation Headquarters/Remote Working or the Ulman House (specific

Ulman Headquarters

1215 East Fort Ave, Suite 104
Baltimore, MD 21230

Ulman House

2118 East Madison St.
Baltimore, MD 21205

ulmanfoundation.org

info@ulmanfoundation.org
410.964.0202

site location TBD). Ulman House located at 2118 E. Madison Street, Baltimore, MD 21205.

- Will identify the Ulman Foundation by wearing branded polo, lanyard or other clothing along with a hospital ID card to promote the Ulman Foundation's role in the Project.
- Regularly communicates with Ulman Foundation staff, and produces regular reports to the Ulman Foundation, on overall program delivery and works with the Ulman Foundation to share updates and stories, as appropriate, for social media outreach and program promotion to demonstrate impact of the program at cancer center(s).

Essential Skills:

The ideal candidate is innovative, creative, self-motivated, upbeat, performance oriented, organized, collaborative, and able to multi-task and critically prioritize tasks. He/she is able to work within a large organization in a collegial, team-oriented manner, with the patient's interest always being top priority while working collaboratively with the Ulman Foundation. This person represents both institutions with integrity and a shared commitment.

Educational requirements, credentials or licenses required:

- Bachelor's degree required.
- Masters Degree in Social Work, Counseling, Public Health, Nursing or related field preferred.
- Licensure or license eligible preferred.
- Preferred experience working with AYAs individually and/or in groups and/or in the coordination and planning of programs.
- Spanish speaking (or bi-lingual) preferred but not required.
- Able to manage multiple priorities
- Team player - able to work both independently and in group settings
- Communication skills and emotional intelligence are imperative given sensitivity of conversations and being in a health care setting.
- Must be a self-starter and highly motivated.
- Able to think critically and strategically.
- Must have excellent written and oral communication skills.
- Able to work in a fast-paced and flexible environment - able to multi-task and react quickly to unanticipated events.

Interested candidates should submit a cover letter and resume to careers@ulmanfoundation.org with "Adolescent and Young Adult (AYA) Patient Navigator" as the subject line.