

## Patient Navigation Coordinator

<b>Reports To:</b>	Director of Patient Navigation	<b>Manages:</b>	N/A
<b>Remote / In-Person:</b>	Hybrid/Flexible - 3-days per week in-person at Ulman House required	<b>Location:</b>	2118 E. Madison St, Baltimore, MD 21205
<b>Exempt / Non-Exempt / Contract / Temporary:</b>	Exempt	<b>Full Time / Part Time:</b>	Full Time
<b>Compensation:</b>	\$50,000		
<b>Benefits:</b>	<ul style="list-style-type: none"> <li>● PTO - 15 days/yr prorated</li> <li>● 13 paid holidays</li> <li>● Employer funded health insurance</li> <li>● Retirement plan + 3% match</li> <li>● Employer funded STD, LTD, AD&amp;D and life insurance</li> <li>● Employer funded employee assistance program</li> <li>● Monthly reimbursements for cell phone (\$50) and wellness (\$20)</li> </ul>		

**About Us:** Ulman Foundation is a non-profit organization that changes lives by creating a community of support for young adults, and their loved ones, impacted by cancer. We offer support to adolescent and young adult patients, survivors and their loved ones through our patient navigation programs, our traditional and non-traditional support groups, and through Ulman House (“the House”), our no-cost home away from home for those traveling to Baltimore for treatment.

At Ulman, we believe the community of support that we create for our patients begins with creating a community of support amongst our team. We strive to maintain an environment where we can all bring our best, most authentic, and whole selves to work, where we feel seen, heard, respected and valued, and where we have the tools, resources and support we need to be successful in our work and in our lives. Cancer affects us all. The Ulman Foundation supports and recognizes each individual as a whole. No matter where you’re from, what you believe, who you love, or how you identify, you are welcomed, respected and supported within the Ulman Community.

**About the Navigation Coordinator role:** The Patient Navigation Coordinator serves as the first point of contact for patients, caregivers, survivors, and community members engaging with Ulman Foundation services. This position plays a vital role in ensuring that individuals receive the support and resources they need while contributing to the organization’s mission of creating a community of support for adolescent and young adult cancer patients.

The Patient Navigation Coordinator will focus on three core areas:

- **Patient Navigation:** Intake, triage, and low-level resource navigation for patients.
- **Ulman House:** Intake and follow-up with guests and caregivers, ensuring the completion of intake processes.
- **Programming:** Support in the coordination and execution of supplemental support programming and ensure accurate reporting of Ulman’s impact and community outcomes.

Specific responsibilities of this role include:

### **Patient Navigation**

- Facilitate an empathetic and thorough intake process by gathering key demographic, medical, and personal information from patients and caregivers to assess their needs.
- Document case and patient details in compliance with HIPAA regulations to ensure confidentiality and data security.
- Evaluate and prioritize patient needs to direct them to the most appropriate resources, programs, or staff members for further assistance. This may include identifying cases requiring immediate attention and escalating them to senior staff or Patient Navigators as necessary.
- Review and process patient referrals from medical professionals, community partners, and self-referrals, ensuring all necessary information is gathered and accurately documented in compliance with HIPAA.
- Communicate with referring parties and patients to confirm receipt of the referral, provide updates on the status, and facilitate a smooth connection to navigation services or programs.
- Provide basic resource navigation by connecting patients and families to relevant services, such as housing at Ulman House, transportation assistance, support groups, community connections, or financial resources.
- Provide patients and caregivers with clear information about available services and ensure timely follow-up to confirm they are connected to the resources they need. Monitor and document outcomes to track the effectiveness of resource navigation efforts.

### **Ulman House**

- Manage referrals for Ulman House, verifying eligibility and gathering all required information from medical professionals, social workers, or community partners to support the intake process.
- Communicate with referring parties and potential guests to confirm reservations, answer questions about Ulman House services, and ensure a seamless transition into the intake process.
- Conduct intake processes for guests and caregivers staying at Ulman House, ensuring all required forms and information are completed in compliance with intake policies and HIPAA.
- Ensure that referral and intake processes for reservations are complete, engaging with patients or referrers as needed to gather missing information, and providing House staff the information to verify availability, prioritize guests, and confirm registrations in our system efficiently.
- Maintain accurate guest records in impact and referral data systems to assist with house management administrative tasks, and refine intake and registration processes to improve efficiency and satisfaction.

### **Programs and Data Management**

- Serve as a compassionate and professional point of contact for patients and caregivers, ensuring that all inquiries are addressed promptly and respectfully. Establish a welcoming and supportive environment to build trust and rapport.
- Accurately input and maintain all patient data in the organization's impact and referral data systems, ensuring records are complete, up-to-date, and compliant with organizational standards and privacy regulations.
- Manage Ulman Foundation impact data system and its associated workflows, ensuring that it evolves with organizational needs and is consistently used by staff.
- Verify and validate data to ensure accurate reporting on Ulman's impact and community outcomes.
- Collaborate with staff to identify opportunities to improve data collection and reporting processes.

- Work with other program staff to plan, coordinate, and execute supplemental support programs that enhance the overall experience and outcomes for patients, caregivers, and the community.

Other activities as assigned.

**About you:** You are an empathetic and detail-oriented professional who thrives in roles that combine meaningful interpersonal interactions with precise administrative tasks. You excel at creating a welcoming and supportive environment for patients, caregivers, and community members, ensuring they feel valued and heard. Your strong organizational skills and ability to manage data systems allow you to maintain accurate records and contribute to impactful program reporting.

You are a proactive communicator with the ability to collaborate effectively across teams and take initiative to improve processes. You approach challenges with a solution-oriented mindset, balancing compassion for those you serve with the technical expertise needed to maintain compliance and data integrity. You have a strong background in reporting and depth of skills and experience using Microsoft Excel and Google Sheets to collect and analyze data.

If you are passionate about making a tangible difference in the lives of those impacted by cancer and enjoy working in a fast-paced, mission-driven environment, this role is a perfect fit for you.

**To Apply:** If you would like to apply for this role, please submit a cover letter and resume to [careers@ulmanfoundation.org](mailto:careers@ulmanfoundation.org) with "Patient Navigation Coordinator" as the subject line.