



COUNCIL OF ATHABASCAN TRIBAL GOVERNMENTS

P.O. Box 33

Fort Yukon, AK 99740

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www.catg.org

TITLE: PATIENT ADVOCATE

JOB SUMMARY

Job incumbent centers on facilitating education with regards to patient complaints, incident reporting consultative support in order to increase operational effectiveness to improve patient satisfaction within the Yukon Flats Health Center and village clinics. This position participates in goal setting for patient satisfaction, communicates goals and assists in the development of action plans and timelines for completion. This position will participate in the design and implementation of training events and projects to promote satisfaction. The Patient Advocate also provides information to patients and staff regarding processes, identifies recurring problems and their origin, initiates problem-solving efforts, facilitates new registered patient outreach and integration activities to ensure that new patients are informed about the services provided and acts as an in-house resource. Incumbent must be able to work effectively and efficiently in a busy, sometimes stressful environment.

This position requires a great deal of patience and listening abilities to understand how the Indian Health Services Delivery system works and what is contained in the policies that govern this system. In turn, the Patient Advocate must be able to communicate that information effectively to customers which come from various backgrounds and cultures.

MAJOR DUTIES AND RESPONSIBILITIES

Provides assistance and offers guidance to patients seeking assistance or information in resolving opportunities for improvement such as access to care, payment issues, employee/patient relation issues, general health and safety.

Facilitates patient interaction with all levels of staff in order to improve patient satisfaction with their health care and health services. Maintains the integrity for the delivery system by providing direct interpretation and explanation of the provisions and benefits to members and both internal and external customers. Refers patients and families to appropriate services, resources and supports. Publishes information in the CATG Newsletter regarding the role of the Patient Advocate.

Designs and distributes patient educational materials such as flyers and brochures to improve communication regarding access to care and the delivery of health services.

Promotes patient satisfaction and retention by utilizing current customer service strategies and communicating with efficient and useful written and verbal skills.

Case Management as needed up to ½ time per week

Medical Reception/Travel coverage as needed

Assistant to the Clinic Director- takes care of mail, calendar and correspondence
Performs other duties as assigned.

Serve as a contact person for complaints from Indian Health Services beneficiaries concerning issues regarding their health care or health services. Provides assistance and offers guidance to patients seeking assistance or information in resolving opportunities for improvement such as access to care, payment issues, employee/patient relation issues, general health and safety.

Accompanies patient (upon request) to discuss complaint issue and resolution with program/health director.

Acts as patient liaison while also assisting the managers/supervisors in effectively resolving problems surrounding a complaint.

The applicant must have current state Driver's License

KNOWLEDGE, SKILLS AND ABILITIES

Excellent public relation skills and the ability to communicate and interact with various types of personalities, vocations and occupations (healthcare professionals, individuals within the community, village delegates).

Strong oral and written communication skills. Ability to work independently with minimal supervision, organizes, prioritize and have good time management skills.

Strong knowledge of collecting, aggregating and trending data; working knowledge for using data base creation software and ability to create charts and graphs.

Ability to listen effectively and capture the information discussed when meeting with a patient or customer.

Must maintain patient and program confidentiality.

MINIMUM EDUCATION QUALIFICATIONS

High School Diploma or GED Equivalency.

MINIMUM EXPERIENCE QUALIFICATIONS

Non-Supervisory: 2 (two) years' experience customer service skills, administrative experience required i.e., strong understanding of normal values. An equivalent combination of relevant education and/or training may be substituted for experience.

OTHER

Preference will be given to individuals with knowledge of the people and communities of the Yukon Flats region, with previous experience living and working within such a region, working with tribal service delivery, and with demonstrated written and verbal communications skills. Under the authority of P.L. 93-638, Indian Preference shall be given to the applicant(s) who meet the minimum qualifications.

As a Federal contractor, CATG is required to show compliance with the Drug Free Workplace Act of 1988. CATG has initiated and maintained a Drug and Alcohol Testing Policy that includes pre-employment and random anonymous testing thereafter.

This job description is not an employee agreement or contract. Management has the exclusive right to alter this job description at any time without notice.

Signature below acknowledges that I have received a copy of my job description and my supervisor has discussed it with me.

Employee Name (print)

Employee Acknowledgment

Supervisor Signature

Date

Date

Title:	Patient Advocate
Location:	Fort Yukon, Alaska
Supervision:	CATG Clinical Director
Classification:	Regular Full-time w/Benefits
Salary:	DOE
FLSA:	Non-Exempt
Approved Date:	February 5, 2019
Position Closes:	open until filled
Contact:	Andrea Thomas, CATG HR Manager 907-662-7534