

MATAGORDA EPISCOPAL HEALTH OUTREACH PROGRAM (MEHOP)

JOB TITLE: Process Solver/Navigator

CLASSIFICATION: Hourly, Non-Exempt

LOCATION: MEHOP Administration Building, Bay City, TX

REPORTS TO: Organizational Impact Manager

JOB SUMMARY: To work on a Project Management Team to improve existing processes to prevent work arounds and increase internal efficiencies. Creating smoother workflow internally and establishing work flows externally which will in return will improve MEHOP's effort in impacting the social determinants of health. Success of this initiative will be the improvement of patient's health as measured by internal and external metrics.

Process Solver Job Responsibilities:

- Works as a team on improving existing processes and workflows.
- Works as a team to improve the quality of patient care provided by the facility
- Works to create efficient systems and workflows within the clinic
- Attend departmental meetings and stay up to date on all business initiatives related to the clinic
- Navigates patients through MEHOP processes and clinical and social referrals to impact social determinants of health.
- Meet with patients and patient families to ensure their needs are being met and resolve any issues or complaints that arise.
- Communicates findings and proposals to project team.\
- Contributes to departmental efforts by accomplishing related tasks as needed.

Process Solver Qualifications/Skills:

- Strong written and verbal communication skills
- Strong attention to detail
- Proven ability to identify, assess and solve problems
- Proficient with computer and information technology

Education, Experience, and Licensing Requirements:

- High School Diploma/GED
- Previous experience in health care settings

- Previous experience with improving quality of life for individuals (non-profits, United Way etc., schools, social services)