

Job Description

Patient Navigator Pilot Project Lead

In partnership with the Emergency Response Patient Navigation and Logistics Working Group (Working Group), NEO Philanthropy and the Susan Thompson Buffett Foundation seek a Project Lead to assist with the development and management of a pilot network of on-site patient navigators to provide comprehensive, wrap-around care to ensure patients are able to access abortion care in an ever-increasing restricted environment.

Background:

As we prepare for an increasingly restricted abortion access landscape, including the potential loss of clinical care sites across wide swaths of the country, we expect the ability to locate, arrange for, and obtain abortion care to become ever more difficult to navigate for people seeking abortion. Accordingly, the navigational needs of abortion patients, including coordination of care, funding, logistical, and practical support needs, are likely to become more pronounced, especially for patients with the highest medical, economic, social, and emotional need. Meeting these needs can be complicated and both time and resource intensive.

The On-Site Patient Navigation Pilot Project proposes to create a cohort of approximately 10-12 in-house Patient Navigators to be trained and placed within abortion clinics and local abortion funds in key geographies. Patient Navigators will work directly with abortion patients to assist them with locating and securing an appointment at a clinical care site that is most convenient and/or accessible for the patient and their needs and to assist them with obtaining the associated support services necessary for accessing abortion care, such as financial, logistical, and practical support. The project manager will work with the On-Site Patient Navigators behind the scenes to coordinate the delivery of full spectrum care for patients, removing some of the burden from the patient to coordinate between multiple organizations/support sources.

The Patient Navigation Pilot Project is set to run from June 1, 2020 to August 31, 2021. This position is currently time-limited to coincide with that time frame. The status of this role beyond the end of the pilot is currently unknown.

Responsibilities include:

- In collaboration with the Working Group and Pilot Sites, develop a process to recruit, hire, and onboard a cohort of patient navigators in strategic locations throughout the U.S.
- In collaboration with the Working Group and Pilot Sites, develop and implement Patient Navigation training, protocols, processes, guidance, and associated back-end systems for communication; ensure all materials are compliant with federal, state, and clinical policies and regulations.
- Manage and facilitate daily operations of the Patient Navigation Pilot Project, including providing daily support, oversight, and general supervision of Patient Navigators

- Collaborate with on-site staff to manage the integration of Patient Navigators into host site operations and flow
- In collaboration with the Susan Thompson Buffett Foundation, manage the pilot monitoring and evaluation process, including data collection and reporting processes
- In collaboration with the Working Group, create and operationalize a communications plan to announce the availability of Patient Navigators and how patients, clinics, and funds may access them

An effective project manager will possess the following characteristics:

- Demonstrated ability to work in collaboration with national membership groups on complex, high-impact initiatives
- Excellent project management skills with experience launching programs on an accelerated timeline
- Experience soliciting feedback and input from diverse stakeholders' groups and facilitating applicable deliverables
- Ability to monitor and analyze data to inform future programming
- Ability to anticipate, identify, and proactively prioritize and address issues as they arise, utilizing a systems-based approach to generating and implementing solutions
- Ability to effectively facilitate meetings, both in person and virtually
- Understanding of abortion and related health care facilities, support structures and processes
- Committed to values and practices of equity and reproductive justice
- Ability to work and supervise remotely

Requirements and qualifications:

- Undergraduate degree or equivalent experience
- Experience working in abortion care delivery (familiarity with clinical standards and guidelines, operations, administrative, and advocacy)
- Available to begin assignment in July 2020
- Moderate travel could be required (but will depend on safety considering COVID)
- Occasional evening and weekend hours may be required

Compensation and Benefits:

This position will be an employee of NEO Philanthropy and offers a competitive compensation and benefits package including health coverage, retirement benefits, paid sick leave, vacation, and holidays. The salary range for the Patient Navigator Project Lead is \$90,000 - 110,000 depending on skill and experience. The position will work remotely and come equipped with virtual office tools, including computer, phone, and other technology needs.

NEO Philanthropy is committed to attracting, developing and retaining exceptional people, and to creating a work environment that is dynamic, rewarding and enables each of us to realize our potential. NEO Philanthropy's work environment is safe and open to all employees and partners, respecting the full spectrum of race, color, religious creed, sex, gender identity, sexual orientation, national origin, political affiliation, ancestry, age, disability, genetic information,

veteran status, and all other classifications protected by law in the locality and/or state in which you are working.

Resumes and letters of interest should be sent to Mimi Spalding, Program Officer at the Susan Thompson Buffett Foundation at mispalding@stbfoundation.org. Closing date is June 26, 2020.