

Job Title: UCF Adolescent and Young Adult Patient Navigator

Reports to: UCF Sr. Program Manager, Patient Navigation & Hospital TBD

Standard Hours: 8am to 4pm (specific hours will be determined by the needs of the patients and the hospital)

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

Provides services, resources, and activities to promote the social and emotional quality-of-life of adolescent and young adult patients. This AYA Patient Navigator position is a program of the Ulman Cancer Fund for Young Adults in order to advance the institution (s) commitment to an exceptional patient experience for their young adult patient population.

Specific position duties include:

Organizational Commitment/Identification

- Partners in the institution (s) and UCF missions and upholds the core principles of the organizations.
- 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 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.
- Identifies opportunities to improve clinical and administrative processes.
- Makes appropriate decisions, using sound judgment.

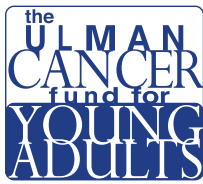
Cost Management/Financial Responsibility

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

Safety

- Continuously validates and verifies information needed for decision-making or documentation.

ulmancancerfund.org > 410.964.0202 > info@ulmanfund.org



- Demonstrates accurate, clear, and timely verbal and written communication.
- Actively promotes safety for patients, families, visitors, and co-workers.

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.

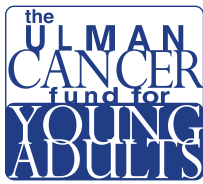
Develops and Implements Effective Patient Support Programs

- Coordinates onsite activities geared toward the AYA population.
- Coordinates offsite activities geared toward the AYA population.
- Meets with all newly diagnosed AYA patients to discuss AYA-specific resources within the institutions, and throughout the greater Baltimore/Washington area, within UCF and partner organizations, and on the Internet.
- Connects AYA patients to other AYA cancer survivors in the Baltimore/Washington DC area.

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.
- Communicates observations to the health care team.
- Participates in psychosocial 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 UCF Programming to Further UCF Mission
- 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 UCF or contact UCF directly.
- Develops, implements, and promotes UCF programs (such as support groups, Cancer to 5K, and new programs and activities that enhance the patient and family experience).
- Works weekly from the UCF office on program advancement including Remote navigation. Attends bi-weekly UCF staff meetings and spends that

ulmancancerfund.org > 410.964.0202 > info@ulmanfund.org



workday working from the UCF Baltimore offices at 1215 E. Fort Ave, Suite 104, Baltimore, MD 21230.

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

Educational requirements, credentials or licenses required:

- Bachelor's degree required.
- Masters Degree in Social Work, Counseling, Public Health, Nursing or related field.
- Licensure or license eligible preferred.
- Experience working with AYAs individually and/or in groups and/or in the coordination and planning of programs.
- Spanish speaking preferred but not required.
- Able to multi-task
- Team player - able to work both independently and in group settings
- Communication skills are critical
- Must be a self-starter - highly motivated
- Able to think critically and strategically
- Must have excellent written and oral communication skills
- Able to work in fast-paced and flexible environment - able to multi-task and react quickly to unanticipated events.
- Understanding of mission, programs of organization and local and national cancer space
- **Special Conditions:** The Young Adult Patient Navigators work and "office-time" would be primarily based at the institution (s) TBD, however the position will require work at the UCF Headquarters (Baltimore, MD) on a weekly basis and participate in periodic UCF events that take place on nights and weekends.

Send resume and cover letter to careers@ulmanfund.org

ulmancancerfund.org > 410.964.0202 > info@ulmanfund.org

UCF Headquarters > 1215 East Fort Avenue, Suite 104, Baltimore, MD 21230 > Cancer changes lives... **SO DO WE!**