

# Big Bend Regional Hospital District

## Job Description

**Job Title:** Patient Advocate  
**Reports to:** BBRHD Executive Director

### **SUMMARY:**

Perform direct services to aid citizens of Presidio and Brewster County with their medical health care needs in connection with the programs and policies of the Big Bend Regional Hospital District. The Patient Advocate will report to the Executive Director of the Big Bend Regional Hospital District. The Patient Advocate will be a self-motivated individual with the ability to work and make decisions independently within the limits of the PBCIHP handbook and Chapter 61 regulations by the State of Texas.

### **QUALIFICATIONS:**

- High school diploma or equivalent
- Community Health Worker Certification is preferred or ability to obtain CHW certification within one year of employment
- Bilingual English and Spanish
- Computer proficient including Microsoft Office applications (Word, Excel, and Outlook)
- Must have high attention to detail and be able to manage multiple responsibilities in an efficient and organized manner
- Minimum 2 years experience (professional or volunteer) in social services, customer service, case management, or other related experience
- Position requires company vehicle. Candidate must have satisfactory driving record and valid driver's license for operation of a motor vehicle relevant to carrying out duties

### **ESSENTIAL FUNCTIONS:**

- Assist the Executive Director to ensure that all Big Bend Regional Hospital District business be performed accurately and efficiently
- Work in an independent self-directed manner with or without the direct supervision of the Executive Director
- Establish and maintain harmonious working relationships with the Board of Directors, Executive Director, clients and applicants of the District's Programs, co-workers, vendors, Health care providers, and the general public
- Travel, including the possible use of either personal or District vehicles, as necessary to attend training or to attend meetings at the direction of the Executive Director
- Maintain good working knowledge of the Texas Health and Safety Code Chapter 61 (provisions for county indigent healthcare programs) and other relevant rules and regulations
- Interface with members of the community in efforts to determine whether they qualify for county indigent services or other similar services provided by federal, state, local, or other private agencies
- Must have excellent communication and interpersonal skills
- Computer literate, able to learn job specific software

- Maintain a clean clear and organized workspace
- Must accurately represent the mission of the Hospital District and its programs to the public, and be willing to go beyond personal beliefs to meet the needs of the population the district serves

**DUTIES AND RESPONSIBILITIES:**

- Interview and identify client’s needs and eligibility and determine services needed
- Coordinate case management activities and follow up with the provision of health care and related services for eligible clients with providers, outside organizations, or other agencies
- Maintain current HIPAA Certification and other required trainings, and follow all accompanying laws related to HIPAA, protect client confidentiality at all times
- Assist clients in filling out paper or electronic forms for health care and non-medical healthcare related services
- Process applications for health assistance in a timely manner, ensuring that all case files are complete, accurate, and in compliance with all rules and regulations
- Assist clients in understanding their hospital or medical bills and health coverage options
- Provide and assist clients with a network of community resources; assist clients in the referral process involving situations of mental health and family life situations such as; illness, divorce, unemployment, abuse: child, elderly, domestic violence, sexual assault, etc.
- Assist in the coordination of medical and non-medical transportation
- Conduct community outreach to educate and advertise District programs and initiatives. Serve as a local representative of the District by attending meetings, making presentations, and being involved in the community
- Organize and coordinate special initiatives, education opportunities, workshops, and other events to further the goals of the District and respond to client needs
- Perform other duties and responsibilities as deemed necessary by the Big Bend Regional Hospital District Executive Director
- Every employee of Big Bend Regional Hospital District is a member of a team and may be required to perform other duties, jobs or take on additional responsibilities for an undetermined amount of time under direction of the Executive Director and the Board of Directors to work towards providing better service for the clients within the district

I have received, reviewed and fully understand the **job description** for Patient Advocate. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

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Employee

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Supervisor

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Date

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Date