

NURSING JOB OPPORTUNITY

Contact Name / Office:

Christina Battiste – Get Well

Location of Job Site:

Poway, CA and Escondido, CA

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Job Description:

Title: Onsite Navigator - Get Well

Location: This role will be based at 2 hospitals: 1 in Poway, CA and the other in Escondido, CA

Opportunity:

The Navigator will work in partnership with hospital teams, patient experience, clinical resources, and Get Well's Sr. Client Success Director to support adoption and utilization of the Get Well Inpatient Solution by patients and families during their hospital stay. The individual in this role has a servant's heart and is passionate about helping people wherever they see a need.

Responsibilities:

- Work closely with clinical and non-clinical staff to build out or maintain a workflow for effectively integrating the Get Well Inpatient Solution into the admission process
- Provide consistent encouragement and training on the Get Well Inpatient Solution for patients and families while offering coaching and guidance for staff to support clinical adoption
- Consistently execute high-quality service to patients during their hospital stay while introducing the Get Well Inpatient Solution and educating patients on its purpose and features
- Serve as a guide for all questions and basic troubleshooting – quickly answering non-clinical inquiries and directing patients to the right resources within the Get Well Solution and hospital community
- Maintain positive working relationship with patients, care team members, and patient family members
- Partner with Get Well's internal teams to build our knowledge-base & service offering while supporting patients

Requirements:

- High School Diploma required
- Previous experience working in a hospital or clinical setting preferred
- Excellent time-management, problem-solving, and multi-tasking skills
- Excellent communication skills, with a strong emphasis on listening and empathy
- Ability to navigate difficult and sensitive patient conversations
- Tech savvy. Proficiency with web-based applications and general comfort in learning new tools and technology. Tools used: Apple laptops, Google Workspace, Zoom, Get Well Rounds+, etc.
- Previous experience in customer service is highly preferred
- Multi-lingual: Spanish speaking preferred but not required
- Adhere to all organizational information security policies and protect all sensitive information including but not limited to ePHI and PHI in accordance with organizational policy and Federal, State, and local regulations

About Get Well:

We are a global digital health company with more than 20 years of experience improving patient engagement. Through partnerships with some of the most progressive hospitals and

health systems in the world, we use digital technology to improve the healthcare experience for patients, their families, and clinicians.

The hourly rate for this position is \$20.00, plus annual bonus potential of 5%. Hourly rate is dependent upon many factors including, but not limited to, education, experience, and skills; it is subject to change and may be modified in the future. In addition to compensation, Get Well offers full-time employees a comprehensive benefit package, 401K and incentive plans, generous paid-time away, paid leave programs, wellness reimbursement, cell phone subsidy, peer recognition programs, health advocacy and employee assistance programs, pet insurance, and so much more.

Get Well is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status.

Link to apply: <https://getwellnetwork.applytojob.com/apply/JdC83hElrV/Onsite-Navigator-Poway-CA>