

Minimum Qualification Specifications
For the Classes:

PATIENT NAVIGATOR I, II, and III

Education Requirement:

Graduation from an accredited four (4) year college or university with a bachelor's degree.

Excess work experience as described under Experience below or any other progressively responsible administrative, professional or other analytical work experience which provided knowledge, skills, and abilities comparable to those acquired in four (4) years of successful study while fulfilling a prescribed college curriculum leading to a bachelor's degree may be substituted for the required education on a year-for-year basis.

The education or experience background must have demonstrated the ability to write clearly and comprehensively materials such as reports and analyses; read and interpret complex written material; perform research; and solve complex problems logically and systematically.

Experience Requirement:

Except for substitutions provided in this specification, applicants must have had progressively responsible experience of the type and quality described below and, in the amounts indicated in the following table:

Class Title	Specialized Experience (Years)
Patient Navigator I	0
Patient Navigator II	½ year
Patient Navigator III	1 ½ years

Specialized Experience: Work experience working one-on-one assisting patients with their healthcare needs in a clinic, hospital, or allied medical care facility, which involved the performance of navigating a patient through the healthcare system and

demonstrated a working knowledge of working with an electronic health records system, understand Health Insurance Portability Accountability Act (HIPAA) regulations and familiarity dealing with various hospital staff and agencies.

Substitutions Allowed:

1. As described on the previous page, professional patient navigator experience may be substituted for education on a year-for-year basis.
2. Possession of a bachelor's degree from an accredited college or university in a health field which included course work in anatomy, physiology and/or medical terminology courses may be substituted for six (6) months of experience.
3. Possession of a Master's degree in health care, hospital administration, public health administration, social work or nursing may substitute for one (1) year of experience.

If a degree is used to substitute for the education requirement, it may not be used again towards the experience requirement. If work experience is used to substitute for education, it may not be used again to meet the experience requirement. If the applicant holds more than one degree, transcripts must be provided, and a thorough review will be conducted by the human resources staff in order for more than one degree to be credited toward the minimum qualification requirements (if applicable).

Quality of Experience:

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that they have the ability to perform the duties of the position for which they are being considered.

License Requirement:

Possession of a valid motor vehicle operator's license (Hawaii type 3 or equivalent) and any other appropriate licenses or certificates as required of the position.

Selective Certification:

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. In such positions, Selective Certification Requirements may be

established, and certification may be restricted to eligible who possess the pertinent experience and/or training required to perform the duties of the position.

Regions or facilities requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Health & Physical Requirements:

Applicants must meet the health and physical requirements deemed necessary to effectively and safely perform the essential functions of the position with or without reasonable accommodation.

This is the first minimum qualification specifications for the classes, PATIENT NAVIGATOR I, II, and III effective August 6, 2025.

APPROVED: Aug 5, 2025

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