



JOB DESCRIPTION:

Job Title: Community Health Navigator
Program Coordinator: Income Support Programs
Classification: Full-Time Non-Exempt.
Schedule: Monday through Friday
(Some Saturdays and evenings will be required)

Date Released: July 2023

Summary:

The Community Health Navigator (CHN) shall provide information to help clients increase their awareness of healthcare options, benefits and services. The CHN will help determine applicant's eligibility for health services and assist them in the enrollment process in the Affordable Care Act (ACA) Marketplace and/or access to low or no-cost primary health care services, food stamps (SNAP), Medicaid, Medicare and other public benefits available in Florida and Broward County. The CHN will help reduce disparities and increase healthcare access for uninsured and underinsured individuals and families. The CHN is responsible for identifying and connecting clients to appropriate services and monitoring clients' progress.

Essential Duties:

1. Facilitate healthcare enrollment services by conducting thorough screening to determine applicants' eligibility and assisting them with education and navigation in the ACA Marketplace, Medicaid, SNAP, and Florida KidCare.
2. Conduct new client intake, and educate clients on the need and benefits of accessing health benefits.
3. Distribute fair, impartial information about enrollment in qualified plans and about the availability of premium tax credits and cost-sharing assistance in the health insurance marketplace.
4. Develop, coordinate, and provide educational workshops targeting individuals with health education and navigation needs while advocating for clients.
5. Administer pre and post-test and satisfaction surveys to clients to determine program impact
6. Enter client's information in the program database and spreadsheets in an accurate and timely fashion to allow for proper data collection and reporting
7. Assist clients in completing applications and determining program eligibility according to regulations. Assist with enrollment in Medicaid and CHIP (be familiar with State and Federal regulations associated with benefits).
8. Conduct follow-ups and case management activities for clients to monitor and support their routine healthcare usage.
9. Under Program Coordinator's supervision, participate in all program-related activities.
10. Assist clients in identifying and obtaining basic services needed for independent living; identify and make referrals to a variety of public and community agencies providing food, shelter, clothing, medical, and other services.



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Grant Requirements/Record-Keeping

11. Responsible for keeping daily logs of services provided to clients and the community
12. Responsible for meeting monthly goals
13. Ability to work with a team dedicated to the execution of the program activities
14. Serve as a communication facilitator between Hispanic Unity of Florida and other agencies/funders in the community

Qualifications:

The ideal candidate will have an associate degree in health and human Services with two years of experience in the industry, or a High School Diploma and three years of experience in social work. The person must be energetic, reliable, and creative with bilingual written and verbal communication skills (English and Spanish)

- Previous experience in the Affordable Care Act Health Insurance Program preferred.
- Navigator or Certified Application Counselor (CAC) Certification preferred.
- Knowledge of the ACCESS Florida system and the Department of Children's and Families (DCF) is preferred, including Medicaid.
- Excellent knowledge of MS Office Word and Excel.
- Strong interpersonal and communication skills.
- Be available to work flexible hours, sometimes weekends, in order to meet the program expectations

Additional Requirements:

1. Possession of a valid Florida Driver's License and car insurance is required.
2. Independent travel is required.

Hispanic Unity of Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read my job description and understand my responsibilities.

Employee Name, Signature _____ Date _____

Supervisor's Name and Title _____

Manager's Signature _____ Date _____

"This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.