

# Family Healthcare

F O U N D A T I O N

<b>COMPANY:</b>	Family Healthcare Foundation
<b>JOB TITLE:</b>	Project Support Specialist
<b>REPORTS TO:</b>	Executive Director
<b>LOCATION:</b>	Tampa, FL
<b>EMPLOYMENT TYPE:</b>	Full-Time; Hybrid position
<b>STATUS:</b>	Hourly; Non-Exempt
<b>HOURS:</b>	40 hours per week
<b>SCHEDULE:</b>	Varies; Typically: Monday – Friday; 8:00 AM – 5:00 PM
<b>TRAVEL:</b>	Weekly travel throughout Hillsborough, Pasco, & Pinellas counties required
<b>COMPENSATION:</b>	\$50,000 - 55,000 per year

## **SUMMARY:**

The Project Support Specialist position supports Healthcare Navigators across the entire the coverage area of the Family Healthcare Foundation. The Project Support Specialist position is able to complete all of the duties of a Healthcare Navigator for 65% of their time and conducts administrative and project support activities 35% of their time.

The Project Support Specialist position will report directly to the Executive Director of The Family Healthcare Foundation and will also work closely with the Director of Operations, and program leadership team.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES (*including but not limited to*):**

35%

- General office management including inventory of supplies and equipment retained by Navigator staff and at physical locations, to include purchasing
- Designing collateral materials used by Navigators for client assistance at outreach events
- Documentation management
- Overseeing timesheets and data entry for project staff to ensure efficient and accurate time/effort reporting
- Maintain and monitor a schedule for grants reporting in coordination with the Director of Operations
- Ensure organizational calendar is up to date with accurate information for all events and locations
- Create and review meeting agendas for Covering Tampa Bay, FHF Navigator Meetings, and Tampa Bay Navigator Project Meetings in coordination with Program Coordinators

65%

- Answer the office phone line and schedule appointments for clients
- Provide outreach and enrollment services as requested

- Maintain expertise in eligibility, enrollment, and program specification.
- Conduct public education activities to raise awareness about Florida KidCare, the Health Insurance Marketplace, Florida Medicaid, and specific county health care plans
- Provide information and services in a fair, accurate and impartial manner
- Provide appropriate referrals to all consumers when necessary
- Provide information in a manner that is culturally and linguistically appropriate to the population being served, including individuals with limited English proficiency
- Ensure accessibility and usability of enrollment tools and functions for individuals with disabilities
- Assist all consumers, whether or not they are a member of the community to be served

**KNOWLEDGE AND EXPERIENCE REQUIRED:**

- Bachelor's degree preferred.
- One year of social services or healthcare navigation experience preferred
- One year of administrative experience preferred
- Current or prior certification as a Marketplace Navigator or Application Counselor, preferred
- Language skills in addition to English preferred
- Ability to successfully pass a Level II background screen, required
- Ability to travel to local, remote worksite locations with flexibility in schedule up to 4 days per work week
- Preference on residence in Hillsborough and Pinellas Counties

**SKILLS REQUIRED:**

- Computer skills – intermediate level or above required; ability to efficiently navigate the Internet and input data into applicable computer systems; familiarity with Google Docs, Sheets, Presentations, database programs (i.e. Excel), Canva, and Zoom
- Knowledge of social service programs and grants
- Ability to plan, organize and coordinate work assignments
- Ability to interact and communicate effectively and appropriately with both peers and professionals, as well as clients
- Strong written and oral communication skills
- Ability to work in diverse settings in the community, to include at-risk and vulnerable populations
- Ability to work flexible hours, including some evenings and weekends
- Must have reliable transportation
- Must be a self-starter and work with limited supervision
- Exceptional work ethic with excellent interpersonal, organizational, and planning skills.
- Ability to exercise independent judgment as appropriate and to work independently with little direct supervision
- Ability to build and maintain cooperative alliances with community organizations and agencies.
- Ability to communicate, both verbally and in writing, effectively with staff, volunteers, and FHF clients.
- Ability to make sound decisions that support FHF's mission and vision.

- Multitasking, time-management, and project management skills with the ability to prioritize tasks and meet deadlines.
- Be detailed oriented, self-directed, and responsible.
- Be able to identify opportunities for/and conduct public-speaking activities.
- Possess strong written and oral communication skills which are critical to ensure that the Healthcare Navigator will be effective in representing TFHF in the community and accurately assisting consumers.
- Have expertise in public programs for healthcare, including Florida Medicaid, Florida KidCare, the Health Insurance Marketplace, and county/local resources.

**BEHAVIORS REQUIRED:**

- Customer-service orientation
- Highly motivated with the ability to show initiative and work independently.
- Ability to take direction.
- Ability to be discreet and handle highly sensitive/confidential information in a responsible manner
- Ability to handle diverse, simultaneous tasks, meet deadlines, and attend to follow through.
- A positive outlook and vision
- Must stand by the service we deliver
- Lifelong learner who enjoys improving knowledge
- Strong professionalism both in appearance and presentation
- Can work independently
- Ability to willingly attend and participate in training sessions

**PHYSICAL DEMANDS:**

Light to moderate physical activity performing activities to include:

- Sitting, standing, and/or walking for an extended period of time.
- Lifting 25 lbs. or more.
- Working in a well-lighted, heated, and/or air-conditioned indoor office setting with adequate ventilation.
- Using manual dexterity sufficient to handle/reach items.
- Using close/distant/peripheral and depth perception.

*No job description or policy of the Family Healthcare Foundation may be interpreted to allow any employee, volunteer, or representative to violate local, state, or federal law.*

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Signature

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Date

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Print Name