

COMPANY: Family Healthcare Foundation
JOB TITLE: Health Begins Now - Navigator
REPORTS TO: Health Begins Now Program Manager

LOCATION: East & South Hillsborough County locations; In-Person; Clinical-Setting
EMPLOYMENT TYPE: Full-Time
STATUS: Hourly; Non-Exempt
HOURS: 40 hours per week
SCHEDULE: Typically: Monday – Friday; 8:00 AM – 5:00 PM; 1 Saturday per quarter
COMPENSATION: \$21.63/hr - \$23.07/hr

SUMMARY:

The Health Begins Now Navigator position will assist with benefits navigations for a specific sub-set of Hillsborough County residents at clinical locations where they receive medical care. The Executive Director will ultimately have oversight of the Health Begins Now position, although programmatic supervision will be provided by the Program Manager, with additional supervisory support from the Director of Operations.

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

- Provide in-person navigation for social determinants of health needs in a clinical setting.
- Maintain expertise in eligibility, enrollment, and program specifications for publicly funded healthcare plans.
- Conduct public education activities to raise awareness about the Family Healthcare Foundation’s services, the Hillsborough County Health Care Plan, Florida KidCare, the Health Insurance Marketplace, and Florida Medicaid.
- 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:

- Education: High School Diploma required. Bachelor’s preferred.
- Experience: A minimum of five (5) years of experience working in social services and/or public health programming required.
- Current or prior certification as a Marketplace Navigator or Certified Application Counselor, preferred.
- Bilingual in Spanish is preferred.
- Ability to successfully pass a Level II background screen, required.
- Ability to travel to local in-person

SKILLS REQUIRED:

- Practical knowledge and understanding of case management and/or social services and social determinants of health.
- Responsive and effective communicator.
- Ability to be self-directed, and able to manage and organize competing projects and priorities.
- 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.
- Exceptional customer service skills.
- 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.
- Excellent attention to detail and organizational skills.
- Demonstrated knowledge of Microsoft Word.
- Functional knowledge of Google Drive.
- Multitasking and time-management skills with the ability to prioritize tasks and meet deadlines.
- Be detail oriented, self-directed, and responsible.

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.
- Ability to work with diverse populations.
- 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.
- Physical residence in Hillsborough, Pasco, Pinellas, or Polk Counties strongly preferred.

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.