

POSITION DESCRIPTION

Navigator



COMPANY:	Family Healthcare Foundation
JOB TITLE:	Polk County Healthcare Navigator
REPORTS TO:	Deputy Director
LOCATION:	Lakeland, FL: Floating community locations & hybrid
EMPLOYMENT TYPE:	Full-Time
FLSA STATUS:	Hourly; Non-Exempt
COMPENSATION RANGE:	\$21.63/hr - \$23.08/hr

SUMMARY:

Healthcare Navigators serve a vital role in helping consumers prepare applications to establish eligibility and enroll in coverage through the Health Insurance Marketplace, the programs in Florida KidCare, Florida Medicaid, or localized safety-net resources (i.e. county health care plans). This includes screening to help consumers find out if they qualify for insurance affordability programs, and if they are eligible, to get enrolled. Healthcare Navigators also provide outreach and education to consumers to raise awareness about publicly funded healthcare programs available to them. Healthcare Navigators work closely with the Program Coordinators assigned to a geographic region, as well as with the Director of Operations. The Executive Director will ultimately have oversight of the Healthcare Navigator position.

KEY RESPONSIBILITIES:

- Provide outreach and enrollment services as requested;
- Maintain expertise in eligibility, enrollment, and program specifications;
- 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; and
- Assist all consumers, whether or not they are a member of the community to be served.

EXPERIENCE & KNOWLEDGE

- Education: Bachelor's degree preferred.
- Experience: A minimum of five (3) years of experience in social services preferred.
- Current or prior certification as a Marketplace Navigator or Certified 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.
 - Active Driver's License and Car Insurance required.

COMPENTENCIES

- 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.
- Able to complete all work tasks in a manner that are culturally and linguistically appropriate.

OTHER SKILLS

- 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.
- Be detailed oriented, self-directed, and responsible;
- Be dependable and a self-starter;
- Be self-directed, organized, responsible, and able to work alone or with a group.

ENVIRONMENTAL & 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.
- Working outdoors at outreach events 1x.
- Using manual dexterity sufficient to handle/reach items.
- Using close/distant/peripheral and depth perception.
- Working in various locations as needed.
- Working with diverse populations to include the chronically unhoused.
- Using personal vehicle to travel between work locations.
 - Local travel requirement: Maximum 5% of time per week, with eligible mileage reimbursed.

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. All positions are grant funded and subject to continued funding.