

POSITION DESCRIPTION

Healthcare Navigation Specialist



COMPANY:	Family Healthcare Foundation
JOB TITLE:	Healthcare Navigation Specialist
REPORTS TO:	Connecting Kids to Care Supervisor
LOCATION:	Tampa Bay, Florida
EMPLOYMENT TYPE:	Full-Time
FLSA STATUS:	Salary; Exempt
COMPENSATION RANGE:	\$52,000.00 – \$54,000.00

SUMMARY:

The Healthcare Navigation Specialist will work on the Connecting Kids to Care (CKC) Program. Through this program, Healthcare Navigation Specialists provide services and outcome measures that positively impact child and adult participants in accessing healthcare services. The CKC Program Team is on-site at all seven of the Children's Board Family Resource Centers, supporting parents in connecting their children to healthcare services.

The duties of the Healthcare Navigation Specialist role build upon the core competencies of a Healthcare Navigator. The Healthcare Navigation Specialist will follow a subset of families assisted with healthcare navigation and connect the children and their families to comprehensive medical homes to ensure attendance at pediatric well-child visits. This position will also provide outreach and education to consumers to raise awareness about publicly funded healthcare programs available to them, assist with applications for healthcare coverage, and other duties as assigned.

KEY RESPONSIBILITIES:

- Provide reoccurring in-person navigation support for healthcare coverage programs at the Children's Board Resources Centers.
- Maintain expertise in eligibility, enrollment, and program specifications.
- Follow 50 children maximum for the Well-Child Program.
- Attend community events and provide education to raise awareness about Florida KidCare, the Health Insurance Marketplace, Florida Medicaid, and specific county health care plans.
- Support families and ensure that our services align with the community we serve.

Knowledge & Experience:

- A minimum of 2 years of nonprofit organization experience in Hillsborough County.
- Preferred: Experience in public healthcare programs (e.g. Florida Medicaid, Florida KidCare, the Health Insurance Marketplace and county/local resources)
- Preferred: Bachelor's degree

Competencies:

- **Organizing:** Capable of coordinating resources effectively to achieve objectives.
- **Personal and Interpersonal Skills:** Ability to build effective relationships and foster collaboration.
- **Ability to Deal with Ambiguity:** Effectively copes with change and comfortably handles risk and uncertainty.
- **Acts Decisively:** Shows good judgment and makes timely and informed decisions. Seeks to effectively identify, analyze, and rectify consumer requests and family's needs.

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Other Skills:

- **Relationships:** Skilled in meeting, building, and reinforcing relationships with a wide range of consumers/clients. Able to successfully engage with community partners and consumers/clients.
- **Communication:** Excellent listening skills with patience and a positive attitude. Committed to the organization and its people. Excellent written and verbal skills (professional writing)
- **Professionalism:** Positive outlook with a professional presentation and attitude.
- **Comfort Level:** Able to work comfortably with individuals with physical, intellectual, and emotional disabilities. Able to work independently or with a team.

Work Environment:

- Light to moderate physical activity, including sitting, standing, and walking for extended periods.
- Occasional lifting (up to 25 lbs).
- Work may be performed both indoors in an office environment and outdoors at community events.
- Travel between various local outreach sites is required, with mileage reimbursement provided.