

## **POSITION DESCRIPTION**

### **CKC NAVIGATOR**



**COMPANY:** Family Healthcare Foundation

**JOB TITLE:** Connecting Kids to Care (CKC) Navigator I

**REPORTS TO:** Connecting Kids to Care (CKC) Program Manager

**LOCATION:** Hybrid; in-person and virtual worksites

**EMPLOYMENT TYPE:** Full-Time

**FLSA STATUS:** Hourly; Non-Exempt

**COMPENSATION RANGE:** \$23.07/hr - \$26.92/hr

### **SUMMARY:**

Connecting Kids to Care (CKC) 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. CKC 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 Supervisor. CKC Navigators work at community-based family resource centers on a consistent in-person schedule. Hours of in-person work may vary depending on the needs of the Center.

A Connecting Kids to Care Navigator II position expands upon the entry-level duties of the CKC Navigator role to go beyond application, assistance, and health insurance literacy; this position assists families with identifying providers for their children and conducts medical case management duties on a reoccurring basis for a sub-set of the population served by the Connecting Kids to Care Program.

### **KEY RESPONSIBILITIES:**

- Provide enrollment services for healthcare coverage programs (Florida Medicaid, the Health Insurance Marketplace, Florida KidCare, and Hillsborough County Health Care Plan) at in-person locations at multiple community resource centers, and other locations as requested;
- Maintain expertise in eligibility, enrollment, and program specifications;
- Conduct public education activities and outreach 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.

### **Knowledge & Experience:**

- Education: Bachelor's degree preferred.
- Experience: A minimum of two (2) years of experience in social services required
- Current or prior certification as a Marketplace Navigator or Certified Application Counselor, preferred.
- Ability to successfully pass a Level II background screen, required.
- Ability to travel to in-person locations throughout Hillsborough County, required.
- Active Driver's License and Car Insurance required.

**Competencies**

- 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.

**Other Skills:**

- Be detail-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.

**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.
  - Using manual dexterity sufficient to handle/reach items.
  - Using close/distant/peripheral and depth perception.
  - Working in various locations as needed.
  - Using personal vehicle to travel between work locations.