

# Health Initiative, Inc.

## Job Description

JOB TITLE: Navigator

POSITION TYPE: Full-time (40 hours per week), Non - Exempt

**JOB SUMMARY:** Health Benefit Exchange Navigators provide in-person assistance to county residents who want help in enrolling in health insurance through the New York Health Benefit Exchange, also known as New York State of Health Marketplace. Navigators will explain all options and provide assistance to individuals in completing the online qualification and enrollment process and applying for Insurance Affordability Programs. Navigators will, as necessary, provide informational presentations to community groups and businesses about the New York State of Health Marketplace and be actively engaged in outreach and recruitment to inform the community of the program.

**WORK ENVIRONMENT:** Approximately 80% of the Navigator's work time will be out-stationed at locations throughout St. Lawrence County with the remaining 20% spent at the Health Initiative office in Potsdam.

**REPORTS TO:** Navigator Coordinator

**ESSENTIAL JOB FUNCTIONS** (Other duties may be assigned):

### 1. Agency

- a. Participate in St. Lawrence Health Initiative, Inc. (SLHI) activities and meetings as required.
- b. Understand all SLHI programs and look for ways they may be able to interact with Navigators.
- c. Cross train for other agency positions as appropriate and if needed.
- d. Participate in other projects within the Health Initiative to support the organization's mission, growth and recognition in the community. This includes but is not limited to:
  - i. North Country Jr. Iron Chef (prior to, during and after event)

### 2. Sustainability Activities

- a. Work with the Navigator Coordinator, the Executive Director and other agency staff to communicate regularly with the press, elected officials and the community.
- b. Participate in planning and hosting the Health Initiative's annual recognition event.
- c. Contribute to the agency newsletter on a regular basis.
- d. Provide regular contributions of pertinent items for the agency's Facebook page and other social media outlets.

### 3. Development and Promotion

- a. Establish positive relationships with other agencies and organizations throughout the county.
- b. Assist Project Director (Navigator Coordinator) in planning and implementing outreach and recruitment efforts.

### 4. Evaluation & Programmatic

- a. Assist Project Director in all aspects of project evaluation.
- b. Provide in-person assistance to potential enrollees at sites throughout the county, including hours outside normal business hours (evenings and Saturdays).
- c. Provide education to potential enrollees about (but not limited to):
  - i. the types of health insurance programs offered through the NYSOH MARKETPLACE
  - ii. different forms of out-of-pocket expenses (premiums, co-pays, deductibles and cost-sharing)
  - iii. tools available through the NYSOH MARKETPLACE to help select a health plan
  - iv. Insurance Affordability Programs (IAPs) available including
    1. Public insurance programs (Medicaid and Child Health Plus)

2. Essential Health Plans
  3. Advance Premium Tax Credits and Cost Sharing Reductions
    - v. options available to small businesses and their employees through the SHOP Exchange.
    - vi. options for appealing decisions including IAP amounts and denial of special enrollment period
  - d. Assist with initial applications for IAPs and direct purchasing Qualified Health Plans (QHP).
  - e. Assist with renewal applications
  - f. Other projects and activities related to the work plan, as needed.
  - g. Work with Project Coordinator to develop yearly work plan.
5. Administrative
    - a. Maintain accurate records of program activities including meeting minutes and activity records.
    - b. Understand and comply with agency personnel and fiscal policies and procedures.
    - c. Complete all required project reporting in a timely fashion, including submitting any state required data and providing data for internal reports.
  6. Technology
    - a. Be familiar with Microsoft Excel, Word and PowerPoint.
    - b. Maintain and update project web pages and social media.
  7. Other duties
    - a. Continue education via webinars, conference calls, online courses and workshops, seminars or trainings. This may require travel and days or evenings away from home.
    - b. Other duties within the Health Initiative to support the organization's mission, growth and recognition in the community.

#### REQUIRED SKILLS

- Strong written and verbal communication
- Comfortable with public speaking, including both small and large group presentations
- Willingness to learn new skills and the flexibility to adapt to changing job requirements
- Ability to work independently within assigned projects
- Ability to work collaboratively as part of a team
- Demonstrated organizational and time management skills
- Ability to work effectively with diverse populations from community members to business owners
- Desire to interact collegially and professionally with other agency staff
- Commitment to maintaining both internal and external confidentiality of program information, staff, program participants and community members at all times

#### REQUIRED EXPERIENCE

- Associates or Bachelor's Degree
- Previous employment in a capacity demonstrating the required skills

#### PREFERRED EXPERIENCE

- Previous experience in providing enrollment assistance for state or federal insurance programs

#### OTHER REQUIREMENTS

- Reliable, personal transportation
- Able and willing to work evenings (until 8 pm) and Saturdays
- Able and willing to attend conferences and meetings that require overnight travel