



Job Title: Coastal Bend Navigator

Reports To: Lead Navigator

Exempt: Non-Exempt: X Full-time: X

Purpose: The Navigator will meet in person and/or virtually with interested individuals to determine eligibility and facilitate the selection of a Qualified Health Plan within the Affordable Care Act Marketplace or refer to other public health benefit programs. Coastal Bend Navigator will provide community outreach, education resources and ensure that Texans have in-person and/or virtual enrollment assistance throughout the Coastal Bend service region.

Essential Functions and Responsibilities:

1. Provide education and enrollment services to targeted populations
2. Attend training and certification process
3. Maintain and adhere to appropriate policies to control conflicts of interest and ensure Navigator Program meets privacy and security standards
4. Complete required reports and supportive information and submit to Lead Navigator in a timely manner
5. Track progress toward goals and regularly communicate with Lead Navigator about performance and needed adjustments
6. Work collaboratively with involved regional staff, divisions, and member of the advocacy and business communities to deliver a cooperative and coordinated effort around public education, outreach and enrollment assistance
7. Attend ongoing education and training
8. Schedule, coordinate, and deliver community educational presentations, seminars, and outreach events as well as provide enrollment assistance to target populations. Will require some weekend and evening work during Open Enrollment period.
9. Provide excellent customer service to both internal and external clients. Internal: Lead Navigator; CBCIL Program Manager; CBCIL staff. External: Local Navigator Partners
10. Make client home visits as necessary
11. Provide media interviews including local news stations, social media, and other outlets
12. Travel as needed throughout the 11 county Coastal Bend service area with occasional trips out of the Coastal Bend Region for training purposes

Qualifications:

- Enthusiasm for health care reform
- Experience working with the federal government and federal regulations
- Significant knowledge about health insurance, health coverage operations, and federal health care reform

- Experience developing and implementing health education and outreach programs
- Experience in client enrollment services
- Proficiency in Spanish is preferred
- Proficiency in Word, PowerPoint, and Excel
- Experience with or ability to learn software packages and client service tracking systems
- Capacity to work independently and interdependently
- Ability to think strategically and use good judgment
- Excellent and effective oral and written communication skills with strong group presentation skills
- Strong analytical skills
- Comfortable and effective interpersonal skills including working with culturally diverse groups of individuals
- Able to successfully manage differing needs interests and viewpoints
- Strong mathematical skills
- Ability to apply common sense and understanding to carry out instructions furnished in written, oral, or diagram form
- Ability to deal with problems involving several concrete variables in standardized situations
- Must have valid Texas driver's license or alternate means of transportation
- Personal experience with disability is preferred.
- Bilingual in English and Spanish is preferred.

Physical Requirements, with or without an accommodation:

1. Ability to lift 10 pounds
2. Repeated use of sight to read documents, computer screens
3. Repeated use of hearing and speech to communicate on the telephone and in-person
4. Walking, bending, sitting, reaching, and stretching in all directions
5. Repetitive motion with upper extremities as in keyboarding, filing documents, etc.

Work Remotely

- No

CBCIL is an Equal Employment Employer.