

WESTERN MAINE COMMUNITY ACTION

JOB DESCRIPTION

CODE 3N

**Job Title: Health Navigator Coordinator**

**Prepared by: Anna Frechette**

**Reports to: Executive Director**

**Date: February 2018**

**JOB SUMMARY:** Ensures Health Care Reform Education Project work plan is implemented to achieve program goals. Responsible for maintaining and increasing capacity of the community action network to participate in statewide Community Action Navigator Consortium, and for coordinating education and outreach focused on Health Care Reform implementation. Provides project-specific training to all 10 Maine community action agencies. Assists with agency marketing and development strategies related to statewide program. Serves as the expert in navigating the Affordable Health Care signup process. Assists consumers in navigating the Affordable Health Care insurance.

**EDUCATION, TRAINING, AND EXPERIENCE:** Bachelor's Degree in related field preferred, or combination of education and two years relevant professional experience in community health, nonprofit, or social services. Must successfully complete federal Health Navigator certification training. Must have excellent written and verbal communication skills, including presentation skills. Must be able to demonstrate critical thinking skills related to research and analysis of complex insurance policy. Experience working independently, time management, balancing multiple priorities, and working with the public. Experience in presenting and providing public outreach and education preferred. Attention to detail and accuracy.

**SPECIAL EQUIPMENT, SKILLS OR OTHER REQUIREMENTS:** Must have proficiency with Microsoft Office software including Word, Excel, Outlook, or other word processing, data collection, spread sheet and email software. Ability to relate well to people in a professional manner and work effectively in an office environment with limited privacy, and frequent distractions. Reliable transportation and valid driver's license also required. Work requires travel throughout Maine.

**CONTACTS:**

**Internal:** Agency and program employees.

**External:** Program funders, employees of other social service agencies, including community action agency staff, organizational partners, other grantees, and clients.

**SPECIAL PHYSICAL DEMANDS:** Frequent travel, working in remote office locations. Basic office setting, intermittent walking, sitting and standing. Extensive computer use.

**WORKING CONDITIONS:** Primarily office setting with mild to moderate physical exertion, limited privacy, and frequent distractions. Travel required to community action agencies statewide, and to attend meetings, or provide training. Frequent interaction with community members providing outreach and education.

**SUPERVISORY RESPONSIBILITIES:** None internal. External monitoring of program volunteers.

**SAFETY RESPONSIBILITIES:**

Employees are responsible for practicing safe work habits.

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Basis for Essential Functions:

- (1) Failure to perform this function may have serious consequences.
- (2) The performance of this function is the reason that the job exists.
- (3) There are limited employees among whom the performance of this function can be distributed.
- (4) This function is highly specialized. Employees are hired for their ability to perform this function.
- (5) This function occupies a great deal of the employee's time.

Specifically:

1. Understand and adhere to safety policy and procedures.
2. Follow proper procedures to perform job.
3. Report unsafe conditions or working practices to management.
4. Promptly report any accident or unsafe practice of which they have knowledge

**TASKS, DUTIES, AND RESPONSIBILITIES:** (Start each duty with a verb) (Identify each task, duty or responsibility considered an essential function with the corresponding reason number)

- [2,3,5] Works with Maine Community Action network to coordinate outreach focused on Maine and national Health Care Reform activities.
- [1-5] Prepares weekly, monthly and quarterly reporting as required by funding source.
- [1-5] Conducts a weekly call with lead Navigators from each sub grantee.
- [1-5] Responsible for communication with Federal Project Officer.
- [1-5] Prepares and coordinates payments to sub grantees.
- [1-3,5] Prepares and/or coordinates and provides training to staff of Maine Community Action agencies.
- [1,2] Coordinates the statewide WMCA Community Action Navigator Consortium.
- [2,3,5] Conducts independent self-study and research to ensure ability to serve as agency “Health Care Reform expert”, and serve as a resource to the community action network.
- [2-4] Identify training expertise within the grantee pool and work with appropriate organizations to provide community action staff with training focused on implementation of a health insurance exchange resource center system.
- [1-5] Develops linkages and collaborates on an ongoing basis with community action network, grantee partners, and key community stakeholders.
- [1-3] Ensure that all community action staff have adequate supply of materials created by Federal Centers for Medicare and Medicaid Health Insurance Marketplace, and/or the MeHAF Health Care Reform grantee team for use by front line staff for outreach to participants.
- [1-3,5] Ensure continuous communication is maintained with all agencies and project contact staff at each agency.
- [2,3] Develops weekly and monthly work plans based on grant funder requirements.
- [2] Oversees the coordination of internal and external resources to best serve clients.
- [2,3] Coordinates available services with other programs.
- [5] Communicates with and maintains effective working relationship with staff, participating agencies, customers and the general public.
- [1,2,5] Completes all required paperwork accurately and on time to ensure deadlines are met.
- [1] Enhances organizational image by branding WMCA, dressing professionally including nametag and maintaining a general knowledge of the agency and its services.
- [1] Fosters community relations by engaging in various activities as a representative of WMCA. Activity could be inclusive of sharing information, participating in and/or sponsoring an event, volunteering time in leadership positions in the community, giving facility tours and upon request of the agency director, explain WMCA’s position on or actions related to a particular issue.
- [1] Assist with media relations by being alert to the possibilities to share information and bring those ideas forward and/or, if assigned, create media reports, or press releases.
- [2] Answers client questions accurately, demonstrating knowledge of WMCA programs and refers questions appropriately.
- [1,4] Develops solid understanding of community action vision and values, Code of Ethics, and Body of Knowledge, and demonstrates ability to integrate WMCA mission within day-to-day activities.
- [1,4] Actively seeks to strengthen and incorporate activities as part of the agency team.
- [1,2] Serves as a WMCA representative to the public and maintains confidentiality and professional appearance and attitude.
- [1] Performs other duties of similar character and nature to those described above as may be assigned.
- [1] Ensures that WMCA safety standards are maintained and practices safe work habits.

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