

North Orange County Regional Health Foundation

Job Description

Title: Community Navigator

Salary: \$21 - \$28.00

Reports to: Director of Strategic Program Development

Classification: Full time Hourly, Non-Exempt

Position Summary: Community Navigator plays a crucial role in helping individuals and families access and navigate health care coverage programs, specifically Cal-Fresh, Medi-Cal, and Covered California. They are responsible for outreaching to community residents, helping individuals and their families understand their medical options, determine eligibility, and assist with redetermination services, Cal-Fresh, and Medi-Cal enrollment. Community Navigator is responsible for meeting projected goals, coordinate outreach & enrollment efforts by working collaboratively with other and community- based organizations.

Responsibilities:

Day-to-day responsibilities include, but are not limited to, all the essential functions listed below:

1. Assist clients enroll into eligible health plans, gather required documentation. .
2. Schedule appointments with applicants and screen them for eligibility obtaining required information, such as employment information, income, and other information as needed to complete enrollment.
3. Assist applicants to facilitate accurate completion of application(s) and successful enrollment/re-enrollment to Cal-Fresh and Medi-Cal programs.
4. Attend community events such as health, community and resource fairs hosted by CalOptima Health and community stakeholders to provide redetermination services and Cal-Fresh and Medi-Cal enrollment.
5. Actively collaborate with key community based organizations including Family Resource Centers, shelters, and ethnic markets, to provide on-site redetermination services and Cal-Fresh and Medi-Cal enrollment.
6. Maintains a database of healthcare and other enabling services available with data collection on availability and eligibility requirements for client information.
7. Participates in planning discussions and meetings to support outreach and enrollment goals.
8. Participates in outreach and community events, as assigned.
9. Perform fieldwork and travel to community events to reach clients and interact with the community in a culturally and linguistically appropriate manner.
10. Remain current with community resources and make referrals as appropriate.
11. Perform other related duties as assigned.

Skills/Qualifications:

- Meets the State of California Certified Enrollment Counselor requirements and is in good standing.
- Knowledge of eligibility requirements and application process of health insurance programs Ability to take initiative to identify and propose new tasks and procedures.
- Ability to establish and maintain working relationships with a diverse group of staff, public and professionals.
- Ability to manage time, prioritize task and meet deadlines.
- Communication skills both verbal and written, with the ability to work independently and collaboratively as needed.

- Required to sit or stand for prolonged periods at a time, working in from a computer screen and carrying up to 15lbs. (i.e., laptop, and locked box including, but not limited to confidential information, flyers, business cards, scanner, etc.)
- Some traveling is required such as attending community events, enrollment sites, trainings, and meetings. Bilingual preferred: English/Spanish

Education and Experience:

- High School Diploma or two years of related experience; or equivalent combination of education and experience
- Competent computer skills (Microsoft Office products i.e., Word & Excel)
- Experience working with underserved populations preferred.
- Experience in working in a community clinic setting preferred.
- Excellent customer service skills,.

Physical Requirements:

The physical demand described here are representative of those that must be met by an employee to successfully perform the essential functions this job. Reasonable accommodations may be made to enable individuals with disabilities with disabilities to perform the essential functions.

- TB Clearance
- COVID-19 Vaccines
- Valid California driver's license
- Must have reliable transportation with minimum insurance/liability coverage
- Sits, stands and walks intermittently throughout the day.
- Regularly required to talk and listen to others in person and over the phone.
- Occasionally required to climb, stoop, bend, keel, crouch, and reach above shoulders.