



JOB TITLE: Community Health Worker/ Navigator

STATUS: Full-Time Non-exempt

DEPARTMENT: Admin

IMMEDIATE SUPERVISOR TITLE: Care Management Manager

POSITION SUMMARY:

The Navigator is directly responsible for providing comprehensive evaluation and recommendation of healthcare coverage options to meet the needs of community members and provide application assistance for Medicaid, Medicare, Market Place and other insurance programs. This position is an organizational level position addressing the healthcare coverage needs of all YCHC patients, and employees (Medical, Dental, Behavioral, MAT), and community members.

Supervision:

Non-supervisory and reports directly to the Care Management Manager.

ESSENTIAL Position RESPONSIBILITIES:

Accountable to the CFO and responsible for actively implementing and conducting a patient centered continuous quality improvement plan to facilitate a shift in payer mix from uninsured to insured through enrollment of new insurance eligible applicants, assistance with disability insurance for eligible applicants, and assurance of uninterrupted coverage for insured patients at risk for gaps in healthcare coverage. Conduct professional duties in accordance with Your Community Health Center's (YCHC) mission, vision and values.

Position Duties:

Currently possess or complete appropriate training and certification (as applicable), to demonstrate knowledge and skills necessary to screen, identify and counsel patients, employees or community members on eligibility and the application process for affordable and appropriate health care coverage options.

Provide step by step assistance to navigate all healthcare coverage application process for eligible patients, employees, and community members who apply for publicly sponsored healthcare insurance plans. Works with care coordinators and community health workers to provide necessary follow-up and data collection to assure continuous enrollment.

Advocate for individual or community healthcare coverage needs. Acts as a liaison between communities or individuals, healthcare providers and managed care organizations, public insurance entities, and disability determination entities (Social Security Administration, Medicaid, Medicare etc.).

Assist clients in understanding their healthcare coverage options based on SDOH that may include but is not limited to pre-existing health conditions, economic condition, housing status, or demographics to develop healthcare coverage strategies to improve their health conditions.

Assist families, groups and communities in accessing other health related services and provide referrals to YCHC resources.

Identify and reduce cultural and socio-economic barriers that affect patient healthcare coverage.

Participate in quality improvement (QI) projects related to population health and specifically those related to access to healthcare coverage for YCHC patients and community members.

Utilizes the electronic healthcare record, excel spreadsheets, word processing, various web-based portals and other software programs to conduct healthcare coverage screening, application assistance, follow-up and tracking of all activities related to job functions and other duties as assigned. Produces technical graphics, charts and tables, selecting the format that will best display data that is relevant to healthcare coverage status of our population at large, YCHC patients, and payer mix distribution. Responsible to enter data and produce various reports as required by the administrative team of YCHC or other team members as directed by the supervisor.

MINIMUM QUALIFICATIONS:

High School diploma or equivalent required. Experience with social services or public health system is preferred.

Physical Requirements:

Ability to sit, stand, walk and access client's homes in various environments, bending over and lifting/holding/carrying objects found in an office environment.

Ability to communicate and respond to co-worker and customer inquiries both in person and over the phone.

Ability to operate a PC/laptop and to enter & retrieve information from a computer.

Ability to handle varying and often high levels of stress.

Ability to travel as needed. Must be able to drive.

WORKING CONDITIONS:

Perform all duties in a manner that promotes team concept and reflects the Community Health Center mission and philosophy.

Travel as required for health insurance related meetings, trainings, and patient assistance. Must have a valid driver's license and dependable transportation.

Willingness to work a flexible schedule when circumstances necessitate

Physical Demands: Lifting, bending, reaching, pushing, carrying, sitting, vision corrected in normal range, hearing corrected in normal range

Hazardous Conditions: Exposure to infectious diseases; exposure to workplace chemicals, potential exposure to physical violence

Exposed to: Cold/heat controls, close contact with sick people.

Must be able to work under conditions of constant interruption and be able to stay on task.

This job description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities, and working conditions may change as organizational needs evolve.

Team Member Printed Name

Team Member Signature and Date