

# Columbia County Community Healthcare Consortium, Inc.

## Position Description

<b>Position Title:</b>	<b>Navigator</b>
<b>Job Class:</b>	<b>Program Assistant</b>
<b>Program:</b>	Navigator
<b>Reporting Location:</b>	Hudson, NY
<b>Reports to:</b>	Director of Consumer Assistance Programs
<b>FLSA Job Classification:</b>	Non- Exempt

### Position Summary:

The Navigator will provide delivery of the Navigator Program under the direct supervision of the Director of Consumer Assistance Programs. This position provides unbiased in-person assistance to individuals, families and small businesses applying for health insurance through the New York State of Health: The Official Health Plan Marketplace that is culturally competent, linguistically appropriate and disability accessible. Assistance includes scheduling appointments over the phone and in person, assisting with the on-line health insurance enrollment application, educating potential enrollees on the available health plans, providing education on the New York State of Health: The Official Health Plan Marketplace, making referrals to appropriate entities to address grievances/complaints and providing assistance with renewals. Navigators must be available in various locations throughout Columbia and Greene Counties during day, evening and weekend hours. Navigators will also serve as ambassadors of the program and agency to educate the public about the program. Navigators must be certified and attend on-going trainings.

### Primary Functions:

- Schedule appointments in person and over the phone
- Maintain schedule
- Meet with applicants at various locations in Columbia and Greene Counties
- Assist individuals and families with the on-line application for either Medicaid, Child Health Plus, the Essential Plan or Qualified Health Plan
- Educate small businesses about the availability of federal tax credits and how to become certified through the SHOP Exchange and assist with this process
- Collect any necessary documentation
- Educate potential enrollees about the types of health insurance programs
- Educate potential enrollees about different out-of-pocket expenses (including premiums, co-pays, deductibles and cost sharing)
- Educate potential enrollees about actuarial value/metal tiers
- Educate about tax credits/financial assistance
- Make referrals to appropriate entities for grievances or complaints
- Provide assistance with renewals and life status changes
- Provide any necessary follow-up with clients

- Assist clients with requests related to their application or health insurance
- Refer clients to other agencies or programs
- Maintain confidentiality and follow all protocols
- Collect necessary data
- Maintain a productivity level of at least 50 applications per month. Assist small businesses as requested
- Distribute materials (flyers, brochures) as necessary
- Attend all necessary trainings and meetings
- Attend outreach events as necessary
- Maintain locked files as necessary
- Maintain equipment (laptop, scanner/printer, phone. etc) and follow all protocols
- Other duties as deemed necessary by the Director of Consumer Assistance Programs

**Expectations of All Staff:**

1. Adhere to the mission and values of the organization.
2. Adhere to the policies and procedures of the organization.
3. Treat all clients with dignity and respect.
4. Maintain the confidentiality of clients and staff.
5. Maintain the safety of the workplace.
6. Follow directives.
7. Make prudent use of resources.
8. Display a cooperative attitude as a member of both a program team and the agency overall.
9. Be punctual and dependable.
10. Be flexible and accommodating.

# MINIMUM POSITION REQUIREMENTS AND WORKING CONDITIONS

## REQUIRED EDUCATION, EXPERIENCE AND SKILLS:

High School Diploma or GED. Prefer one to three years experience in Human Services. Required skills: organizational, verbal, interpersonal, customer relations, communication (verbal and written), mathematical, analytical, grammar/spelling, read/comprehend written instructions, follow verbal instructions, advocacy skills, able to work on own and as part of a team/collaborate, computer skills (Outlook, Excel, Word, internet), clerical skills (phone, fax, copier, scanner, postage meter), manage schedule.

## OTHER REQUIREMENTS:

Check off all qualifications that are *required* for this position.

\* Those qualifications that are *preferred* may also be indicated putting an asterisk next to them.

## PHYSICAL REQUIREMENTS

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(See definitions below\*\*)

- Sedentary work--Prolonged periods of sitting and exerts up to 10 lbs force occasionally.
- Light work--Exerts up to 20 lbs force occasionally, and /or up to 10 lbs frequently.
- Medium work--Exerts up to 50 lbs force occasionally, and/or up to 20 lbs frequently, and/or up to 10 lbs constantly.
- Heavy work--Exerts up to 100 lbs force occasionally, and/or 50 lbs frequently, and/or 20 lbs constantly.
- Very heavy work--Exerts over 100 lbs force occasionally, and/or over 50 lbs frequently, and/or over 20 lbs constantly.

### The minimum requirements of this position require the individual to:

- Stand for up to \_\_\_ hr(s)/day
- Sit for up to 7 hr(s)/day
- Walk for up to \_\_\_ hr(s)/day
- Perform repetitive tasks/motions
- Distinguish colors
- Hear alarms/telephone/tape recorder/normal speaking voice
- Have good manual dexterity
- Have good eye-hand-foot coordination
- Have clarity of vision: Near (< 20"); Mid (>20" - < 20'); ar (> 20')

### Evaluate the requirements and activity percentage in time for this position based on the following:

1 - Not at all (0%); 2 - Occasionally (1 - 33%); 3 - Frequently (34 - 66%); 4 - Continuously (67 - 100%)

<u>1</u> Climbing	<u>2</u> Reaching above head
<u>2</u> Bending	<u>2</u> Reaching above shoulder
<u>2</u> Crouching	<u>2</u> Twisting at waist
<u>2</u> Squatting	<u>2</u> Push/pull (up to <u>30</u> lbs)
<u>1</u> Crawling	<u>2</u> Lift/carry (up to <u>30</u> lbs)
<u>2</u> Kneeling	<u>2</u> Lift from floor level up
<u>1</u> Balancing	<u>2</u> Lift from waist level up
<u>2</u> Pulling with force	<u>2</u> Lift above shoulders/head

## OTHER REQUIREMENTS

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- Ability to work flexible work hours (some evenings and weekends)
- Manages stress appropriately
- Makes good decisions under pressure
- Manages anger/fear/hostility/violence of others appropriately
- Handles multiple priorities
- Manages conflict resolution
- Able to work alone/independently
- Able to work in areas that are confined and/or crowded
- Valid NYS Driver's License

## WORKING CONDITIONS

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- Exposure to toxic/caustic/chemicals/detergents
- Exposure to extreme conditions, hot/cold
- Exposure to dust/fumes/gases
- Exposure to moving mechanical parts
- Exposure to communicable diseases
- Exposure to excessive sunlight
- Primarily indoors
- Primarily outdoors
- Combination of indoors and outdoors (50:50)
- CRT (computer) monitor
- Operating heavy equipment
- OTHER:  
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