

United Way of Northwest Alabama
Job Description – Enroll Alabama Field Navigator

Title:	Lead Program Navigator
Reports To:	CEO

Summary of Position

United Way of Northwest Alabama is seeking a dynamic, detail-oriented individual to serve in a supervisory role as a Lead Field Navigator of Enroll Alabama, a program to manage a small team of assisting individuals enroll in the Health Insurance Marketplace hosted by the Federal Government.

United Way of Northwest Alabama, under the guidance of the United Ways of Alabama/2-1-1 statewide network, will work directly with Aids Alabama as a direct provider for the Enroll Alabama program, which has been federally-funded since 2013.

To be considered for this position, you must reside in one the following territories:

1. Northwest Alabama: Lauderdale, Colbert, Franklin, or Marion Counties.
2. Northeast Alabama: Limestone, Morgan, Madison, Jackson, Marshall, or Dekalb Counties.
3. Central West Alabama: Lamar, Fayette, Pickens, Tuscaloosa, Sumter, Greene, Hale, Marengo, or Bibb Counties.

The mission of United Way of Northwest Alabama is improving lives by mobilizing the caring power of the community to create lasting change.

Duties and Responsibilities

- Directly responsible for staff training, mentoring, and coaching. Responsible for assisting in performance reviews, time off requests, timecards, and other daily operational needs of the program.
- Provide leadership and facilitation in program development, including participation in formulation and implementation of policy, procedures, education, and supervision to improve Navigator/UWNWAL practice and accountability.
- Monitors and regularly communicates project status to ensure progress toward completion and within agreed upon timelines, budget, etc.
- Educate the broader community about the Health Insurance Marketplace, Medicaid, CHIP/ALL Kids, and other health insurance programs.
- In a culturally competent manner, assist individuals in enrolling in the Health Insurance Marketplace through one of the following ways: utilizing the online website (www.healthcare.gov), paper applications, and accessing the phone-based application system.
- Objectively help consumers choose between available health insurance plans.
- Plan and participate in community-wide events to educate on the Health Insurance Marketplaces.
- Partner with community-based organizations, businesses, and partners to reach out to potential enrollees.

United Way of Northwest Alabama

Job Description – *Enroll Alabama Field Navigator*

- Stay informed on all policies and procedures that have to do with implementation of the Health Insurance Marketplaces.
- Keep meticulous records including consent forms, applications, and statistics.
- Set up and deliver presentations on enrollment to individuals and community partners.
- Undergo all trainings as assigned by the U.S. Department of Health and Human Services, AIDS Alabama, and AIDS Alabama South.
- Be willing to travel throughout assigned territory(ies).

Utilize the 2-1-1 Information & Referral line as a means of screening potential consumers in need of education on health insurance programs or assistance with enrollment.

- Provide training to 2-1-1 Information & Referral Specialists as needed on best practices for screening and assessing to retain referrals for potential consumers in need of assistance or education on Health Insurance Marketplaces.
- All other duties as assigned.

Training and Requirements

- Minimum one (1) year of supervisory experience (the following may substitute: experience as a lead or comparable leadership experience, such as leading programs and/or projects)
- Strong organizational skills and self-motivation required.
- Ability to demonstrate flexibility and adaptability when faced with internal or external barriers, or when faced with differing points of view.
- Strong planning and project management skills.
- Ability to anticipate next steps, be proactive and collaborate with coworkers.
- Must be comfortable working with all people, regardless of age, gender, race, religious background, sexual orientation, and health status.
- Candidate must exhibit ability to multi-task and take initiative with projects.
- Must have basic command of Microsoft Office, computers, e-mail, and the internet.
- Must be willing to travel throughout a multi-county area.
- Training will be provided.
- Must have valid driver license, personal automobile insurance, and good driving record.
- At least two years' experience in social work, counseling, or other health and human services related field including internships or volunteer work
- Must possess a very strong eye to detail and analytical thinking skills
- Strong written and verbal skills, which will include training and public speaking
- Must be able to work independently and be self-driven

Expectations

Represent the agency through all methods of communication in a way that reflects the agency's mission. Adhere to United Way of Northwest Alabama's Policies and Procedures, and other guidelines (including, but not limited to, Human Resources/Personnel, Finance, Operational, and Housing) as presented and as adapted. Establish a strong, solid line of communication with all levels of employees and external business partners. All employees are expected to perform and communicate openly, effectively, and professionally with staff members, consumers, and external business partners. Must be willing and able to complete all trainings in obligatory timeframes. All employees are expected to perform in a mature, professional, business-like manner. Be aware that breach of confidentiality is grounds for dismissal. This job description can be modified to reflect additional tasks.

United Way of Northwest Alabama
Job Description – *Enroll Alabama Field Navigator*

Other Position-Related Information

Travel and Special Conditions/Requirements: Must have reliable and insured vehicle. There is some travel associated with this position. Exposure to various cultural, racial, and socio-economic populations.

Hours: This non-exempt position is full-time. Work hours are full-time and may occasionally include nights and/or weekends; varies based on the needs of the consumer's family, and the Agency.

Work Location: The individual in this position will be working at various outreach events and have the ability to work remotely. Work location will depend on the needs of Agency, assigned tasks, and upcoming deadlines and can change as deemed appropriate by the CEO

Conditions of Employment

This is a temporary position, scheduled for 12 months, with possible extension depending on funding and program performance.

To apply for this position please visit: <https://careers.unitedway.org/job/lead-program-navigator>

