

## **Navigator (Bilingual) Three Positions Available (One each in Ontario, Wayne, and Yates Counties)**

### **Organization Overview:**

The mission of the Community Health Care Association of New York State (CHCANYS) is to champion community-centered primary care in New York State through leadership, advocacy, and support of Community Health Centers. To do this, CHCANYS serves as the voice of community health centers, working to ensure that every New York State community has primary care that encompasses all aspects of each patient's health and well-being. CHCANYS is a dynamic, team-oriented, 501(c)(3) non-profit organization, and as New York State's Primary Care Association (PCA), advocates on behalf of and provides technical assistance to federally qualified health centers (FQHCs) throughout New York State. New York's nearly 800 FQHCs sites provide comprehensive, community-based primary and preventative care services to 2.2 million New Yorkers annually, regardless of insurance status or ability to pay. CHCANYS is nationally recognized for its programs in health policy, performance improvement, health information technology, health system planning, and training and technical assistance (T/TA).

### **Position Summary:**

Using our online portal and the Navigator's personalized user account, the Navigator will provide valuable services to individual consumers, families, and small businesses and their employees seeking to obtain health insurance through NY State of Health. Navigators will provide education on the Affordable Care Act and the insurance products available through NYS State of Health. Working in multi-cultural and multi-ethnic work environments, Navigators will provide in-person application assistance to individuals, families, and small businesses and their employees at initial enrollment and when renewing coverage. Navigators remove barriers to the application process by providing assistance in multiple languages in community-based settings during **non-traditional hours such as evenings and weekends**. This position reports to the Navigator Project Supervisor.

### **Responsibilities:**

- Advising consumers on eligibility for premium subsidies and public health insurance programs (e.g., Medicaid and Child Health Plus); assisting consumers in choosing an appropriate qualified health plan; and enrolling consumers into public and/or private health coverage through the NY State of Health portal.
- Educating consumers on their benefits and responsibilities under the Affordable Care Act.

- Maintaining thorough records of services provided, as well as outreach and education activities provided on a monthly basis. Providing reports as required in a timely manner.
- Scheduling and maintaining appointments with potentially eligible consumers.
- Conducting community outreach to potential enrollees and using only State-approved outreach materials when conducting community outreach activities.
- Ensuring all applications are accurately completed and submitted on time, adhering to submission deadlines.
- Meeting productivity and quality performance targets and attending scheduled staff meetings and trainings.
- Signing annually and abiding by the Certificate Regarding State and Federal Confidentiality Requirements.
- Other responsibilities as identified by the Navigator Project Supervisor.

**Qualification Requirements:**

- High School Diploma or equivalent. BA/BS degree preferred.
- Minimum of one-year related experience providing assistance to consumers and/or advocates on health insurance and health care access issues.
- Valid NYS Driver's License and current automobile insurance coverage.
- Bilingual ability in English/Spanish.

**Preferred Skills:**

- Proficiency with word processing, spreadsheet, and database applications.
- Outstanding verbal and written communication skills.
- Ability to work under pressure and ensure deadlines are met.
- Ability to work in various work locations, as necessary.

**To Apply:**

Please send a cover letter of interest with salary expectations, resume and two writing samples with "Navigator (Bilingual)" in the subject line to [jobs@chcanys.org](mailto:jobs@chcanys.org). Applications will be considered on a rolling basis.

*CHCANYS offers a competitive salary and comprehensive benefits program.  
CHCANYS is an equal opportunity employer.*