

URBAN LEAGUE OF BROWARD COUNTY

Job Description

Position: ACA Navigator
Classification: Nonexempt – Full Time Position
Department: Programs/Health Division
Supervisor: As Assigned
Revision Date: September 2023

Purpose of Position

An **ACA Navigator** is full time position that will assist individuals in enrolling in the Affordable Care Act Health Insurance Marketplace and accurately report on activities.

Candidate are required to be re-fingerprinted and background checked after completing a minimum of 20 hours of an HHS-developed training program and passing an exam to ensure appropriate understanding of relevant Exchange-related information prior to beginning Navigator work.

Essential Functions and Job Responsibilities

- ❖ Scheduling and taking in-person appointments for enrollment services.
- ❖ Conduct follow-up phone calls.
- ❖ Answer a 1-800 toll-free phone line for consumers needing assistance.
- ❖ Attend outreach events and speaking with consumers in public venues, and daily data entry.
- ❖ Navigators are expected to carry out the statutory and regulatory duties including: maintaining expertise in eligibility, enrollment, and program specifications including that of Medicaid and CHIP (Children's Health Insurance Program) in addition to the Federal Health Insurance Marketplace.
- ❖ Conduct public education activities to raise awareness about the Exchange.
- ❖ Provide information and services in a fair, accurate, and impartial manner.
- ❖ Facilitate selection of a Qualified Health Plan.
- ❖ Provide referrals to any applicable office of health insurance consumer assistance to address consumer grievances, questions, or complaints about their health plan, coverage, or a determination.
- ❖ Provide information in a manner that is culturally and linguistically appropriate and accessible to individuals with disabilities.

Job Specifications

- ❖ Bachelor Degree preferred in Education, Social Work, Health, etc.; Associates Degree or combination of education and experience considered.
- ❖ Available weekdays, evenings and weekends
- ❖ Ability to communicate clearly in person and on the phone
- ❖ Ability to conduct outreach.
- ❖ Willing to drive to identified sites.
- ❖ Experience with health insurance and taxes, preferred.
- ❖ Excellent written and oral communication skills.
- ❖ Must have documented proficiency in group facilitation.
- ❖ Must be computer literate using Microsoft Office or similar applications.
- ❖ Positive and team-oriented attitude.
- ❖ Outstanding organizational skills.
- ❖ Ability to carry out responsibilities with flexibility to adapt to changing needs and goals.
- ❖ Ability to work effectively with persons of all ages and diverse backgrounds, skills and abilities.
- ❖ Ability to balance the needs and expectations of multiple constituents.
- ❖ Bilingual strongly preferred by not required.

Other

- ❖ Must have a valid Florida Driver License and reliable transportation.
- ❖ Must pass a Level 2 background screening.

Submit Cover Letter and Resume to:

hiring@ulbcfl.org

THE URBAN LEAGUE OF BROWARD COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER