



URBAN LEAGUE OF BROWARD COUNTY

Job Vacancy Posting

Position: ACA Navigator
Division/Team: Health/ACA
Supervisor: Program Coordinator or as assigned
Revision Date: October 2021

Summary

An **ACA Navigator** is position that will assist individuals in enrolling in the Affordable Care Act Health Insurance Marketplace and accurately report on activities. **Candidate/Staff are required to be 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.**

CORE DUTIES AND RESPONSIBILITIES include the following:

- 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.

Education/Experience and Requirements

- Bachelor Degree preferred in Education, Social Work, Health, etc.; Associates Degree or combination of education and experience considered.
- 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:

email: [hiring@ulbcfl.org](mailto: hiring@ulbcfl.org)

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