



URBAN LEAGUE OF BROWARD COUNTY

Job Vacancy Posting

Position: ACA Senior Navigator
Department: Programs/Health Division
Supervisor: Division Manager
Revision Date: September 2022

Purpose of Position

The **ACA Senior Navigator** is responsible for administering and coordinating all aspects of the Urban League of Broward County's **Affordable Care Act (ACA)** which assist individuals in enrolling in the Affordable Care Act Health Insurance Marketplace and accurately report on activities to assure that all relevant programmatic goals and objectives are accomplished.

ACA Senior Navigator candidates 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 within the first two weeks of hire.

During ACA Open Enrollment -- Must be available to work weekdays, evenings and weekends as assigned from November 1-January 15th.

Essential Functions and Job Responsibilities

- ❖ Responsible for all administrative and management activities related to implementing programs.
- ❖ Hires, trains, and evaluates staff; establishes effective working relationships and lines of communication with program staff and management team.
- ❖ Oversee that the Navigators 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;
- ❖ Completes annual performance goals and performance reviews, including introductory reviews in a timely fashion for all staff.
- ❖ Attend virtual meetings with Stakeholders and Urban League Affiliates
- ❖ Assesses and resolves operational and personnel issues within written policies and procedures.
- ❖ Maintains a working understanding and knowledge of the ACA contract and operational policies and procedures
- ❖ Maintains a working understanding and knowledge of all program related client data management systems
- ❖ Monitors and evaluates program components to ensure that contract compliance, program objectives and outcomes are achieved.
- ❖ Monitors and evaluates the accuracy of the program paperwork and client files to ensure compliance with all relevant rules, regulations, and guidelines; conduct site visits of scheduled outreach events.
- ❖ Prepares with Fiscal staff for all external audits from funding sources.
- ❖ Ensures that all internal and external corrective actions are implemented and maintained.
- ❖ Provides coordination and acts as a liaison to a wide variety of groups including governmental agencies, community based organizations, contractors, educational institutions, and employers to further the goals of the Urban League.
- ❖ Informs the Division Manager on all matters of importance and concern regarding ACA.

- ❖ Supervises and ensures the accuracy of reports in a timely fashion.
- ❖ Evaluates programs and suggests program changes and/or development.
- ❖ Maintains positive relationships with funding source representatives; responds to inquires timely and accurately; attend meetings of funding sources.
- ❖ Facilitates staff development through group and individualized activities.
- ❖ Prepare reports as requested to address inquiries from internal and external sources.
- ❖ Responsible for implementing a comprehensive performance management system that complies with Urban League policies and ensures 100% contract compliance and utilization.
- ❖ Provide information in a manner that is culturally and linguistically appropriate and accessible to individuals with disabilities.
- ❖ Actively participates in ULBC special event committees and projects.
- ❖ Performs other duties as assigned.

Education

- ❖ Bachelor Degree in Education, Social Work, Health, etc.; Associates Degree and relevant experience considered.

Job Specifications and Requirements

- ❖ At least three years of job related experience including health insurance and taxes.
- ❖ At minimum three years of experience in administration and staff supervision.
- ❖ At minimum, 2 years of data management experience
- ❖ Ability to coach and train staff as well as identify skill gaps.
- ❖ Detailed knowledge and experience in case management and documentation.
- ❖ Ability to communicate clearly in person and on the phone.
- ❖ Ability to express ideas clearly in both written and oral communications
- ❖ Ability to conduct outreach.
- ❖ Willing to drive to identified sites.
- ❖ Willing to work some evenings and weekends outside the Open Enrollment window.
- ❖ Proficient in time management to fulfill all tasks in a timely manner
- ❖ Ability to work effectively with persons of all ages and diverse backgrounds, skills and abilities
- ❖ Ability to carry out responsibilities with flexibility to adapt to changing needs and goals.
- ❖ Must be computer literate with familiarity utilizing client management systems
- ❖ Must have outstanding organizational skills
- ❖ Must have excellent presentation skills.
- ❖ Positive and team-oriented attitude
- ❖ Bilingual (English and Spanish or French or Creole) candidates preferred.

Other

- ❖ Must have a valid Florida driver's license and reliable transportation.
- ❖ Must pass a Level 2 background and drug screening.

Submit Cover Letter and Resume to:

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

THE URBAN LEAGUE OF BROWARD COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER