

**Job Classification:** Exempt, Full-Time

\*\*This is a three year grant funded position

As with other Cover Kansas Navigator staff positions, funding for the position is dependent on continued federal Navigator Grant funding beyond 2024.

**Reporting Relationship:** Cover Kansas Project Specialist

**Schedule:** Monday through Friday, 8:00 am to 5:00 pm (or similar schedule)

### **Who We Are: Community Care Network of Kansas**

Community Care Network of Kansas (Community Care) strives to make sure all Kansans have access to high-quality, community-based, whole-person health care close to home.

We are a statewide association made up of a network of community care clinics. Our members serve as the community resource at the local level, dedicated to ensuring the best medical, dental and behavioral care is available to all.

Together, we are leaders in health care training, technical assistance, and public policy discussions at the local, state and federal levels. We collaborate with other health care providers, foundations and individuals who collaborated to educate and advocate for equitable access to high-quality care for all. We believe healthy Kansans build strong and vibrant communities, which strengthens the overall quality of life in our great state.

### **Primary Accountabilities:**

The Cover Kansas Navigator will provide virtual Navigator services from the Community Care office in Topeka, KS under the guidance of the Cover Kansas Project Specialist, as part of the Project Leadership Team. The Navigator will be responsible for assisting consumers in applying for and enrolling in health insurance through the Kansas Marketplace.

In order to help support the statewide network of Navigators, travel will be required.

### **Major Duties:**

- Complete required training and achieve passing score on certification exams, and maintain certification on at least an annual basis.
- Assisting consumers with enrollment in the FFE via virtual connections including but not limited to via phone calls, email or video calls.
- Assists with Planning, Organizing and Conducting outreach and education activities
- Collaborates with Navigators at partner organizations that may include: FQHCs, Community Clinics, Dental Offices, and others.
- Completes Federal Navigator training program and pass certification exam.
- Ensures that all required Navigator documents are signed and on-file with the grant project office.
- Ensures completion of reporting requirements.
- Works cooperatively with partner organizations in carrying out the activities of the project.
- Participates in required and supplemental training and study regarding the Federally-Facilitated Marketplace in order to provide accurate answers to Navigator questions.
- Writes and sends Navigator updates as required.



- Sets up and promotes Cover Kansas Enrollment events in the assigned area.
- Keeps immediate supervisor informed of activities and project timelines, including areas of opportunity and challenge.
- Conducts outreach and education activities to raise awareness about FFE and provides direct consumer appointments with Navigators.
- Manages compliance to the certification process and supports individuals to ensure required training is completed.
- Recommends process and quality improvement, based on survey data, to the Project Director.

**Other Duties as Requested**

- Participates as an active member of the Community Care team by developing an overall breadth of knowledge involving all of the Community Care activities and by working together to develop cooperative programs when possible.
- Performs all other duties assigned by management.

**Qualifications:**

- High School Diploma, GED or Associates Degree in a health care field, communications, human resources, training, adult education or a related field; Bachelor degree in similar fields preferred.
- Previous experience with health insurance and/or marketplace enrollment preferred.
- Passion and commitment to improving health and social justice; experience working in/with a community health center or other non-profit clinic environment preferred.
- Proficiency with Windows operating systems and Microsoft Office suite; ability to learn additional software applications.
- Strong interpersonal skills and ability to build relationships with staff, board members, external partners, legislators and state officials, and funders.
- Forward thinker and innovator who actively seeks opportunities, proposes solutions, and is motivated to continually improve.
- Excellent communication skills (writing, editing and public speaking) to transfer complex and technical information in a clear and concise manner.
- Detail oriented, strong work ethic, and ability to simultaneously manage multiple priorities in a dynamic, multi-faceted, fast-paced work environment.
- Ability to utilize independent judgment and discretion to create, modify, and/or monitor projects to best meet the needs of Community Care and its members, including creation and implementation of work plans, achievement of program goals/objectives/performance measures and production of high-quality deliverables.

**Physical Demands:**

- Regularly maintain stationary position with regular need to relocate to attend meetings internally and externally.
- Ability to read computer screens and operate computer peripherals for an extended period of time, or the ability to discern electronic information through reasonably available accommodations.



- Regularly communicate with staff, members and stakeholders in verbally and in writing through in-person, virtual, or other communication vehicles.
- Regular in-state and out-of-state overnight travel required.

**Work Environment:**

- Professional, fast-paced and deadline-oriented environment in an office setting with regulated temperatures and moderate noise level.

**Additional Duties:**

Additional duties and responsibilities may be added to this position description at any time. The position description does not state or imply that these are the only activities to be performed by the employee(s) holding this position. Employees are required to follow Community Care policies and procedures and maintain a professional personal appearance and workspace. Employees are required to follow any other position-related instructions and to perform any other job-related responsibilities as requested by the employee's supervisor.