

Position Announcement

Navigator Program Supervisor

**Location: Albany or other Upstate New York location,
with frequent travel to Wayne, Yates, Ontario 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:

The Navigator Program is modeled after successful community assistance programs in New York. The Program is designed to meet the needs of New Yorkers by providing assistance in convenient, community-based locations. The Navigator Program Supervisor manages Navigators who are experts in making it easier for individuals, families, and small businesses and their employees, through the NY State of Health portal, to apply for health insurance coverage, understand their coverage options, and enroll in a plan that is right for them. Working in multi-cultural and multi-ethnic work environments, the Navigator Program Supervisor oversees in-person enrollment assistance for affordable health coverage such as: Qualified Health Plans (QHPs), Advance Premium Tax Credits, Cost Sharing Reductions, Medicaid and Child Health Plus, and Small Business Marketplace. The Navigator Program provides culturally competent, linguistically appropriate, and disability accessible enrollment services. They are available at convenient times, including evenings and weekends, at no cost to enrollees.

Responsibilities:

- Supervise and provide support to three Navigators, located in Wayne, Ontario and Yates counties. Oversee Navigator productivity and quality performance. Oversee site schedules of all Navigators to ensure that there is adequate coverage throughout the service area, including locations, days,

and times. Schedule periodic meetings to provide feedback. Conduct annual evaluations of the Navigators' performance.

- Keep up-to-date on current policies, regulations, and rules related to the Navigator Program, and ensure all Navigators are current on all requirements associated with the program. Conduct training sessions or meetings, as necessary.
- Conduct community outreach to potential enrollees, including educating consumers regarding their benefits and responsibilities under the Affordable Care Act. Ensure that only State-approved outreach materials are used when conducting community outreach activities.
- Assist in providing Navigator services to customers in accordance with the Navigator job description.
- Maintain thorough records of services provided by the Navigators, as well as outreach and education activities. Provide monthly reports
- Sign annually, and abide by the Certificate Regarding State and Federal Confidentiality Requirements.
- Perform other responsibilities as assigned by the Vice President of Policy.

Qualification Requirements:

- High School Diploma or equivalent. BA/BS degree preferred
- Minimum of five years of experience providing assistance to consumers and/or advocates on health insurance and health care access issues, of which two years must have been in a leadership or supervisory role
- Proficiency with word processing, spreadsheet, and database applications.
- Current and valid NYS Driver's License and automobile insurance coverage

Preferred Skills:

- Outstanding verbal and written communications skills
- Ability to work under pressure and ensure deadlines are met
- Ability to work a flexible schedule, including some evenings or weekends

To Apply:

Please send a cover letter of interest with salary expectations, resume and two writing samples with "Navigator Program Supervisor" in the subject line to 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.*