



EMPLOYMENT OPPORTUNITY

Navigator

IWS Family Health, a community health center providing preventive health care services to children and families, seeks a Navigator (Bilingual English/Spanish) to work as a critical part of its Development Team.

Position Responsibilities

To provide culturally and linguistically appropriate information and assistance to the populations served related health insurance coverage. This includes understanding complex medical, social, cultural, and environmental challenges commonly experienced by consumers (patients) who seek public health services including individuals with limited English proficiency, and ensuring accessibility and usability of Navigator tools and functions for individuals with disabilities. It means that they will provide assistance in the consumer's preferred language and/or provide limited-English proficiency consumers with oral and written notices of their rights to receive language assistance services and how to obtain such services.

- Provide application assistance and facilitate enrollment of eligible patients and community members in health insurance programs, Medicaid, and CHIP.
- Maintain knowledge and expertise in eligibility, enrollment, and program specifications of the Federal Marketplace and other health coverage programs such as Medicaid and CHIP.
- Implement and conduct outreach and in-reach strategies to promote the availability of health coverage and encourage enrollment of consumers (patients) particularly in communities that are under-served and under-represented in the current health insurance market, Medicaid, and CHIP.
- Continually build new relationships and maintain existing ones with current and future community entities that are providing services to consumers to promote health insurance coverage through the Federal Marketplace, Medicaid, and or CHIP.
- Provide referrals for consumers (patients) with questions, complaints, or grievances to any applicable office of health insurance consumer assistance or health insurance ombudsman, or any other appropriate state agency or agencies. This includes assisting consumers (patients) with marketplace decision appeals.
- Participate in regularly scheduled conference calls, meetings, and training courses to provide accurate, quality services. This includes participation in the Centers for Medicare and Medicaid Services (CMS) trainings and other required training to complete and maintain Navigator certification and to enhance outreach and enrollment expertise.
- Ensure timely elevation of consumer (patient) enrollment issues and provide updates to managers, sharing lessons learned to establish best practices, and proposing solutions or modifications to challenges with the marketplace application and/or online application for Medicaid and CHIP.
- Provide data and other information necessary for CMS and other reporting requirements.
- Ensure the protection, data-sharing consent, and security of a consumer's personal, confidential and identifiable information in a professional and responsible manner and carry out all measures to prevent unauthorized disclosures.
- Required to complete a background check during the hiring process and Illinois Navigator training upon hire.
- Will be responsible for steering and supporting IWS patients with the completion of government resource enrollment while referring patients to the appropriate enrollment resources.



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Knowledge, Skills, and Abilities

- Excellent communication skills and ability to build and maintain stakeholder relationships to serve diverse client populations and create referral networks.
- Self-directing and able to work in a fast-paced environment at multiple levels to serve clients effectively and timely.
- Able to learn and gain proficiency in health insurance, health literacy, electronic medical records system, benefits access, application assistance best practices, and health promotional skills.
- Proficient in computer usage, including but not limited to Microsoft Office Suite, Adobe, databases, and capacity for online learning.
- Oral and written language proficiency for the population served.

Education and Experience

- Demonstrate and maintain the standards and requirements of the Health Insurance Portability and Accountability Act (HIPAA) including knowledge of confidentiality practices for Personally Identifiable Information (PII) and Personal (also known as Protected) Health Information (PHI) standards.
- Agree to comply with all conflict-of-interest protocols set forth by federal or state governments.
- The Navigator must have a high school diploma.

Working Conditions

- Some travel is required.
- Must be available to work some weekends.
- Driver's license and automobile insurances as required by the State of Illinois.
- Employment background screening required.
- Fingerprint screening required.

Compensation and Benefits

IWS Family Health provides a competitive salary and benefits plan, including Paid Time Off (PTO), paid holidays, health, dental, life and vision insurance options, as well as a 403B option. This position will pay \$20 - \$22/hr. depending on experience.

Organizational Overview

Our patients and staff are at the heart of everything we do. For over 100 years, the Infant Welfare Society of Chicago (IWS Family Health) has provided health care services to medically underserved and vulnerable Chicagoans. Today, we provide pediatric health, adult health, pediatric and family dentistry, prenatal Care, including CenteringPregnancy™, care coordination, counseling, behavioral health, speech therapy, and social skills groups. This model helps ensure access to comprehensive services for medically underserved families in Chicago.

Please submit cover letter and resume to HR at hr@iwsfamilyhealth.org