IPA/Navigator Job Description
Non-profit, Healthcare, Public Health

The Syracuse Northeast Community Center (SNCC) seeks a Healthcare Navigator to join our new In-Person Assistor (IPA)/Navigator program. As part of the Affordable Care Act (ACA) implementation, SNCC’s Healthcare Navigator will provide in-person, competent, individually appropriate and accessible health insurance application assistance and enrollment to individuals, small businesses and small business employees on the New York Health Benefit Exchange (NYHBE) website. This position requires providing both mobile and in-person direct services to uninsured individuals throughout Onondaga County. The Healthcare Navigator will be responsible for outreach to potential applicants, screening, counseling clients through the application process, follow up, and ensuring enrollment options to individuals/small business owners. Strong communication and language skills are necessary. The Healthcare Navigator will report to the Community Service Society of New York’s Navigator Program and will be responsible for, but not limited to, the following duties (additional responsibilities may be assigned as necessary):

- Providing in-person health insurance enrollment services to potential enrollees.
- Educating potential enrollees about the NYHBE and the types of health insurance programs offered through the NYHBE.
- Providing education on, and facilitate enrollment into, Qualified Health Plans (QHPs), Medicaid, supplementary plans available through the NYHBE (if offered) and/or into Insurance Affordability Programs (IAPs).
- Providing enrollment assistance to potential enrollees with the renewal of health plans.
- Complete health insurance applications through the NYHBE on-line website.
- Assisting potential enrollees with grievances, complaints or questions regarding their health coverage or a determination related to their coverage.
- Providing information in a fair and impartial manner which is individually appropriate and accessible for the populations being served under the NYHBE, including individuals with limited English proficiency.
- Traveling to off-site locations to offer personalized enrollment and building strong working relationships with site staff and management.
- Conducting internal outreach and work with site staff to identify uninsured clients and provide application assistance.
- Being able to work in a high-paced and performance-based environment. Being responsible for meeting Syracuse Northeast Community Center’s programmatic goals and individual targets as it relates to application completion and enrollment.
- Participating in NYS DOH and SNCC trainings and meetings. Maintaining strong expertise in public and private health insurance eligibility, application and enrollment.
- Ensuring that follow-up with both clients and partnering sites occurs regarding referrals and outcomes.
- Ensuring the proper documentation of all client data including client contact, referrals, and outcomes is entered into the Navigator’s database in an accurate and timely manner.
- Assisting in program research, development and assessment and participates in ongoing trainings, typically on-site, and contributes to peer learning systems.
- Educate other service providers, care givers, social workers and the general public regarding health care access and coverage options by presenting on the quality of care and managed health care for individuals in all situations.
Qualifications

- Bachelor's Degree in Social Work, Public Health, or related field; or Associate's Degree with several years of equivalent experience.
- Bilingual Spanish/English a plus.
- Intermediate to advanced computer skills; fast learning ability to use new technologies and systems.
- Flexibility to work from different locations daily.
- Ability to adjust work schedule and hours.
- Experience working with large and/or diverse client populations strongly preferred.
- Experience with and commitment to working with low-income families and individuals.
- Excellent interpersonal, verbal, and written communication skills.
- Excellent time management, organizational and computer software skills.
- Entrepreneurial spirit.
- Strong commitment and interest in health reform.
- Employment is conditional upon successful completion of a background and fingerprint check.

Who We Are

The Syracuse Northeast Community Center (SNCC) is dedicated to promoting and maintaining stability of the city's Northside and Northeast neighborhoods by offering programs that improve the quality of life for area residents. SNCC proudly operates under the values of quality, community and collaboration. We offer a range of support services for individuals of all ages. Our programming currently focuses on five core areas:
- Youth Development
- Senior Support
- Family Stabilization
- Health Education & Access
- Community Connections

Compensation & Benefits:

- Starting at $28,000, DOE, payable in bi-weekly installments subject to regular withholdings
- Comprehensive Medical and Dental coverage
- Simplified Employee Pension-Individual Retirement Account (SEP-IRA)
- 12 days paid annual vacation, plus holidays
- Significant opportunities for professional growth and development

To Apply:

Please send a resume and cover letter stating specifically why you are interested in the position to health@snccsyr.org with "Healthcare Navigator" in the subject line. Syracuse Northeast Community Center is an equal opportunity employer.

For more information see www.snccsyr.org