



5535 Albemarle Rd, Charlotte, NC 28212  
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## **POSITION NOTICE**

### **Full Time**

### **Health Insurance Navigator**

### ***Family Support and Health Care Program***

Posted May 2022: Open Until Filled

Charlotte Center for Legal Advocacy, non-profit provider of civil legal assistance to low-income persons in Charlotte region, seeks a full-time Health Insurance Navigator to support its Family Support and Health Care Program beginning immediately. More information about the Advocacy Center can be found on its web page, [www.charlottelegaladvocacy.org](http://www.charlottelegaladvocacy.org).

#### **Health Insurance Navigator will:**

- Conduct education and outreach about how to enroll in Medicaid, CHIP, and Marketplace coverage under the Affordable Care Act;
- Educate individuals about their health care access options;
- Facilitate health insurance enrollment through one-on-one in person meetings with consumers in community locations or remotely;
- Assist consumers whose applications for coverage are denied or who lose coverage;
- Contact existing Advocacy Center clients who may qualify for a health insurance affordability program;
- Work with community partners including other non-profit organizations, medical clinics, health departments, churches, libraries, job-training programs, and other stakeholders to coordinate outreach efforts and connect with uninsured individuals/ families;
- Work with other local Navigators and CACs to organize enrollment events;
- Provide referrals to appropriate agencies for applicants and enrollees with grievances, complaints, questions, or need for other social services;
- Provide all information and services in a manner that is culturally and linguistically appropriate and ensure accessibility for individuals with disabilities;
- Work with media (including print, radio, and television) to share information on open enrollment and the availability of assistance.

#### **Qualifications**

- Two-year or four-year college degree, undergraduates working towards completion of such degrees, or equivalent training or experience;
- Spanish proficiency is strongly preferred;
- Experience working with low-income communities preferably at a non-profit or community-based organization within a multi-ethnic/multi-cultural environment preferred;
- Experience with public benefits eligibility and/or work experience in the health care industry preferred;
- Proficiency in MS Office, including Word, Excel, Power Point and Adobe PDF professional;
- Ability to work independently and in a team environment; and

- Ability to effectively collaborate with co-workers and clients in virtual and in-person settings.

### **General Requirements**

- Once hired, successfully complete and pass the Certification Training to be provided by Center for Consumer Information and Insurance Options (CCIIO);
- Be free from conflicts of interests, including payments and incentives from brokers, insurers, or insurance industry;
- Access to a reliable car with car insurance and a valid driver's license preferred;
- Able to work nights and/or weekends as needed;
- Possess socio-economic and cultural sensitivity and ability to communicate with persons in crisis or under stress; and
- Ability to multi-task and interact well with professionals, clients, and others.

### **Start Date**

Position available beginning June 1, 2022.

### **Classification**

This is a full-time salary non-exempt position. Charlotte Center for Legal Advocacy offers a generous leave and benefits package and a flexible hybrid work schedule. Full time, annual salary \$37,000+ (depending on experience).

### **To Apply send all of the following:**

- (1) a detailed letter explaining your qualifications for and interest in this specific position and organization, describe qualifications for this program, experience with low-income individuals, Spanish language proficiency, full or part-time interest and availability, and other relevant information;
- (2) a resume;
- (3) a writing sample; and
- (4) names and telephone numbers of three references to: Administrative Manager, Charlotte Center for Legal Advocacy, by email to [careers@charlottelegaladvocacy.org](mailto:careers@charlottelegaladvocacy.org) or by mail to P. O. Box 25558 Charlotte, NC 28229, email is preferred. Form letters and inquiries not containing this information will not be considered. If you need accommodations for the application process or any aspect of this position, please contact [careers@charlottelegaladvocacy.org](mailto:careers@charlottelegaladvocacy.org) or NyJhera Evans at (980)-202-7316.

***Charlotte Center for Legal Advocacy is an equal opportunity employer.  
Veterans, women, minorities, and disabled persons are encouraged to apply.***

# Family Support and Health Care Program



**MISSION.** The mission of the Charlotte Center for Legal Advocacy Family Support and Health Care Program is to ensure that low-income children, the elderly, disabled persons, veterans, immigrants, and their families have access to health care and public services.

**CASE TYPES.** The major problems or issues addressed by this program are access to:

- Medicaid
- Medicare
- Children's Health Insurance Program
- Food Stamps
- Supplemental Security Income
- Social Security
- VA Disability Compensation and Pension
- Child support enforcement services
- Military Discharge Upgrades
- Childcare subsidies
- Work First Family Assistance
- Emergency assistance
- Mental health services
- Benefit diversion
- Quality nursing and rest home care
- Employment supportive services

**GOALS AND OBJECTIVES.** This program focuses on the following issues:

- 1) Access to quality health care for children and their parents in low and moderate-income families through Medicaid, the Children's Health Insurance Program, and ACA health insurance coverage.
- 2) Improving health care and income support for veterans, individuals with disabilities, and seniors, with a focus on issues involving Social Security, SSI, Medicaid, Medicare, VA benefits, and on improving behavioral health services, care in nursing and rest homes, access to community-based care, services to the HIV-positive population, and managed care.
- 3) Addressing the racial and ethnic biases of public agency policies and practices, including addressing language barriers and other barriers which disproportionately affect people of color.
- 4) Assisting low-income families and individuals in obtaining other public assistance and services they need, including SNAP, TANF, child support enforcement, child care assistance, and other services.

Program representation is designed both to obtain specific relief for the individuals and families who contact the program for assistance, and also to utilize systemic advocacy strategies to change the rules, procedures, and practices of federal and state agencies to ensure access to health care and public services for all affected persons. Measured outcomes will show the number of persons assisted and the dollar value of benefits or services obtained.