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## **POSITION NOTICE**

### **Health Insurance Navigator**

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

#### **Responsibilities:**

1. Conduct education and outreach about Medicaid, CHIP, and Marketplace coverage under the Affordable Care Act and to individuals in Mecklenburg, Union, and Cabarrus Counties.
2. Facilitate health insurance enrollment through one-on-one meetings with consumers in various community locations.
  - a. Educate consumers about eligibility for health insurance programs and assist with applications for Qualified Health Plans (QHPs), Medicaid, and NC Health Choice (CHIP).
  - b. Help individuals understand premium tax credits and their potential financial impact.
  - c. Facilitate plan selection based on the needs of the individual/family or the small business seeking health insurance coverage.
3. Conduct in-reach to existing Charlotte Center for Legal Advocacy clients who may qualify for a health insurance affordability program.
4. 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.
5. Work with other local Navigators and CACs to organize enrollment events.
6. Provide referrals to appropriate agencies, including the North Carolina Department of Insurance for applicants and enrollees with grievances, complaints, questions, or need for other social services.
7. Provide all information and services in a manner that is culturally and linguistically appropriate and ensure accessibility for individuals with disabilities.

8. Work with English and Spanish language media (including print, radio, and television) to share information on open enrollment and the availability of in-person assistance.

### **Qualifications**

- Two-year or four-year college degree, or individuals working towards completion of such degrees, or equivalent training or experience
- Spanish proficiency is 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
- Ability to effectively collaborate with co-workers and clients in virtual and in-person settings.
- Must not be licensed to sell insurance or must be willing to cancel such license

### **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 the insurance industry
- Access to a reliable car with car insurance and a valid driver's license
- Able to work some nights and/or weekends, particularly during months of open enrollment (November 1<sup>st</sup> through January 15<sup>th</sup>)
- Possess socio-economic and cultural sensitivity and ability to communicate with people in crisis or under stress
- Ability to multi-task and interact well with professionals, clients, and others

### **Classification**

This is a full-time, salary, non-exempt position.

Full time, annual salary \$38,350+ (depending on experience). Charlotte Center for Legal Advocacy offers a generous leave and benefits package, including medical, dental, and vision coverage at 100% for employees, 22 paid days of General Leave, 12 paid holidays, and 100% employer-paid professional liability.

### **To Apply**

Please send a resume and cover letter to [careers@charlottelegaladvocacy.org](mailto:careers@charlottelegaladvocacy.org) and include the position for which you are applying in the subject line of your email.

**MISSION.** The mission of the Charlotte Center for Legal Advocacy Family Support and Healthcare 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.