



5535 Albemarle Road  
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# Health Insurance Navigator

Full-Time

## WHO WE ARE:

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

## ROLE:

The Health Insurance Navigator is responsible for facilitating health insurance enrollment through one-on-one meetings with consumers in various community locations.

## RESPONSIBILITIES:

- Conduct education and outreach about Medicaid, CHIP, and Marketplace coverage under the Affordable Care Act and to individuals in Mecklenburg, Union, and Cabarrus Counties.
- Conduct in-reach to existing Charlotte Center for Legal Advocacy 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, including the North Carolina Department of Insurance 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 in-person assistance.

## KNOWLEDGE AND SKILL REQUIREMENTS:

- Two-year or four-year college degree, or individual working towards completion of such degree, or equivalent training or experience
- 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, PowerPoint and Adobe PDF Pro
- 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

### **OTHER REQUIREMENTS:**

- Once hired, successfully complete and pass the Certification Training to be provided by Center for Consumer Information and Insurance Options (CCIO)
- Be free from conflicts of interest, 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 through January 15)
- 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

### **FAMILY SUPPORT AND HEALTHCARE PROGRAM GOALS:**

- Provide 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
- Improve 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
- Address the racial and ethnic biases of public agency policies and practices, including addressing language barriers and other barriers which disproportionately affect people of color
- Assist 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

## **WORK SCHEDULE:**

Charlotte Center for Legal Advocacy supports a hybrid work schedule with core work hours, Monday – Friday, 8:30 am – 5:00 pm.

## **SALARY:**

This position is a full-time, salary-exempt position. The annual salary range begins at \$41,484, and may vary depending upon experience and skills.

## **REPORTS TO:**

The Health Insurance Navigator will report to the Health Insurance Navigator Project Manager.

## **BENEFITS:**

The 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 increasing proportionately with tenure, 15 paid holidays and 100% employer-paid professional liability.

## **TO APPLY:**

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

**Charlotte Center for Legal Advocacy considers all qualified applicants for employment without regard to race, color, national origin, religion, sex, gender identity, sexual orientation, age, disability, or any other legally protected status.**

Admission Deadline: March 31, 2024