



## **Position Description - Benefits Navigator II**

**Benefits in Action** is a nonprofit organization dedicated to supporting our diverse community with a focus on the elderly and underserved, to improve their understanding, access, and utilization of food- and health-related benefits to enhance food security, health, and well-being. In 2023, Benefits in Action provided services to more than 14,000 individuals by assisting them with Medicaid, Medicare, Connect for Health, SNAP, food delivery, and issues related to social isolation. Volunteers are an integral part of our organization.

**About the role:** The Benefits Navigator II will connect with consumers from the larger community in the Benefits in Action office, at a satellite location, virtually, or via community representation and presentations. The objective will be to provide direct service to those clients in need of navigation, education, and/or application assistance. The Benefits Navigator II will provide education, opportunities, and assistance to individuals in need of navigating SNAP, MAGI Medicaid, LiHeap, RTD LiVE, cash assistance, CCCAP, Medicare Savings Programs recertification, or other community/government programs. Reports to the Manager of Adults and Families or their designee.

### **Key Responsibilities:**

Counseling/Direct Service Provision (75%)

- Assess under and uninsured consumers and families for health care coverage, community, and assistance benefits. This may include navigating SNAP, MAGI Medicaid, LiHEAP, RTD LiVE, cash assistance, CCCAP. or other programs.
- Receive referrals from community agencies (contracted and associated)
- Initiate contacts with consumer/family/representative to assess necessary assistance and prioritization of needs through events (tabling and presentation)
- Conduct interviews with clients to determine the level of benefit literacy and utilization and track results.

- Assist clients with completing benefits applications in the appropriate system with as much complete and accurate information as is possible and necessary to apply for benefits.
- Meet with clients as scheduled; must be on-time to appointments and prepared to assist with the appropriate benefit applications.
- Attend appointments at other agencies with/or to represent consumers as appropriate.
- Documentation according to policies and procedures, and in the consumer's file in our database
- Obtain release of information, completion of application, necessary Department of Human Service forms; explain health insurance benefits and other benefits processes, and follow-up needs.
- Complete clear action plans, prioritization of caseload to move each case to closure.
- Serve as a liaison between consumers and families, Benefits in Action staff, and other community organizations as necessary.
- Participate in regular exchanges of information and presentations of Benefit in Action team members and community agencies when appropriate.
- Training of new Benefit Navigators - staff and volunteers
- Attend all required Staff meetings.
- This position is metric driven, and navigator will be held accountable for the following metrics to be jointly decided by employee and supervisor at least twice each year:
  - Productivity as measured by number of appointments, number of applications, and number of client successes.
  - Efficiency as measured by length of time to complete phone calls and applications (based on application type)
  - Customer satisfaction survey results
  - Supervisor evaluation
  - Regular completion of dashboard and any reports and updates requested by Supervisor.

#### Outreach (15%)

- Attend trainings and meetings as appropriate for assigned content area.
- Attend appointments at other agencies with/or to represent consumers as appropriate.
- Join and attend appropriate community education to increase knowledge of Benefits in Action services.

- Work with community organizations to develop ongoing relationships, collaborations, and partnerships, focusing on key decision makers at target organizations.
- Attend community events and deliver presentations about Benefits in Action's services and specific benefits.
- Develop and track potential and ongoing community partners and relationships and report back to the Benefits in Action team.

#### Reporting and Database Administration (20%)

- Maintain reports and provide necessary documents by deadlines and upon request.
- Uphold HIPAA policies and procedures throughout process.
- Enter and track data in HIPAA compliant systems to ensure accurate client tracking and follow up.
- Stay current with local, state, and federal changes that relate to SNAP, MAGI Medicaid, LiHEAP, or other federal, state, and local assistance programs.

#### **Education/ Work Requirements:**

- Bachelor's and or master's degree in healthcare management, Social Work, Human Services, or related field and/or work experience preferred.
- 2 years' work experience in a related field
  - 2 years of direct client counseling preferred.
  - 2 years of database entry and/or reporting
- Knowledge of HIPAA practices
- Knowledge of a variety of benefit assistance programs from Medicaid, Medicare, federal, state, local and grant-funded programs; their regulations, processes, and financial eligibility qualifications, and/or expertise in one of the above areas
- Experience in public speaking and staff training preferred.

#### **Other Required Strengths:**

- Demonstrated experience working with diverse populations.
- Demonstrated problem solving ability.
- Strong computer skills and program proficiency
- Strong written and verbal communication skills
- Strong organizational, logistical and time management abilities
- Ability to manage multiple projects at one time.
- Ability to work with individuals and organizations at all levels.

- Ability to be flexible and work on a passionate team.
- Ability to work independently.
- Willingness to jump in where needed.
- Maintains a valid driver's license and adequate insurance for transportation to meetings/appointments.
- Experience with Microsoft 365 and SharePoint preferred.
- Bilingual (Spanish/English) preferred.

**Position Type/ Work Schedule:** This is a full-time or part-time, non-exempt position, requiring occasional evening and weekend work and the ability to be flexible and responsive to emergent needs of Benefits in Action. Work will be in the office or in the community; reliable transportation is required.

**Compensation & Benefits:**

- \$21.00 - \$23.00 per hour (depending on experience) Benefits in Action will add up to 10% additional compensation for proven bilingual speaking, reading, and writing skills. (For languages specific to Benefits in Action's needs)
- A competitive benefit package will be provided to benefit-eligible employees.
- Paid time off benefits (holiday, sick, vacation). Vacation includes two weeks off on company selected weeks and two weeks off at your discretion earned per hours worked.

To Apply: Please submit cover letter and resume to [careers@benefitsinaction.org](mailto:careers@benefitsinaction.org).

Benefits in Action is dedicated to equal employment opportunities in any term, condition, or privilege of employment. Benefits in Action prohibits unlawful discrimination against applicants or employees based on race, color, national origin, ancestry, creed, religion, sex, age 40 and over, disability, genetic information, veteran status, sexual orientation, marital status, gender expression or any other characteristic protected by state or local law. This policy applies to all employees.