

JOB DESCRIPTION

Title: Health Navigation Program Coordinator	Reports to: Director of Community Health
Department: Adult and Family Services	Date: August 2021

Summary: The Health Navigation Program Coordinator is primary responsible for offering Health Navigation services to clients, guiding them through the complexities of the health care system through education, case management, advocacy, and networking. They will also oversee the work completed within the Health Navigation Program, including direct services (KCMC services), Billing Navigation, Insurance Enrollment services (iInscibase!), Specialty Care Navigation, and other public services, completed by the Enrollment Specialist in Wyandotte County. The Health Navigation Coordinator works closely with other departments and programs to ensure clients have access to programs and services that help them achieve their goals and will be assigned other duties from time to time. They also help grow the program by networking and connecting with new community partners and healthcare providers.

ESSENTIAL RESPONSIBILITIES/FUNCTIONS

1	The coordinator will develop and maintain strong partnerships with community organizations and health providers to expand client services and build a strong network of services.
2	Implements a cohesive Health Navigation Program that helps individuals and families address their health care needs and / or achieve their goals. Adheres to grant guidelines and community partner protocols in providing health navigation services.
2	Will oversee the Enrollment Specialist in Wyandotte County and other program staff, ensuring staff are providing all services correctly, entering data in a timely manner, following-up on program referrals, and completing reports.
	The Coordinator will also serve as the Health Navigator in Wyandotte County, offering all Health Navigation services to clients and assisting them in accessing quality, affordable healthcare services and coverage they seek.
3	Enters and maintains accurate and timely information in client tracking systems and maintains client files. Prepares program reports that are thorough and on time. Conducts follow-up with clients as needed and ensures program referrals are being contacted in a timely manner.
5	Supports and contributes to positive public relations of El Centro. Examples of this responsibility include civic and community engagement, organizing and participating in outreach activities and El Centro events; advocates on behalf of clients, community needs, system change and public policy. Establish and maintain positive, effective relationships with key resources, vendors, regulators, and other internal and external sources that have a significant effect on the outcomes and operation of El Centro business.
6	Supports and contributes to a workplace that aspires to become culturally competent by helping us work with others to facilitate sensitivity, openness and respect to people regardless of differences. Supports the cultural competency indicators.
7	Supports and contributes to El Centro's advocacy and policy initiatives. Attends staff trainings to enhance El Centro's advocacy capacity, participates in awareness campaigns, and shares information with clients and community stakeholders.
8	Other duties as assigned by the Director of Community Health and/or other El Centro administrators.

KEY COMPETENCIES/SKILLS

- Strong Written and Verbal Communication Skills
- Strong Interpersonal Skills
- Leadership and Relational Skills
- Organizational and Time Management Skills
- Strategic Thinking and Problem Solving Skills
- Ethical Conduct
- Cultural Competency
- Organizational Development
- Proficient in Word, Excel, Outlook, PowerPoint

POSITION REQUIREMENTS

Preferred Education and/or Experience

- A bachelor’s degree in Social Work or other related careers within the community health field.
- Minimum of 3 years professional experience in the field and directly working with clients
- Preferred experience in a supervisor role
- Must be bilingual in Spanish/English, both written and oral.

ADDITIONAL REQUIREMENTS

- Attitudes, knowledge and skills to deliver culturally competent services.

El Centro, Inc. is an Equal Opportunity Employer



SU CONEXIÓN A LA COMUNIDAD

Signatures

This job description has been approved by all levels of management:

Manager _____ Date _____

HR _____ Date _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____