



JOB DESCRIPTION

JOB TITLE: Enrollment Navigator

JOB CLASS: 1.0 FTE, Exempt

JOB RESPONSIBILITIES: Works to increase health insurance coverage and access to quality health care services for community residents both at Open Cities Health Center and in the larger community. Provides enrollment and application assistance, builds and strengthens relationships with local partner organizations, coordinates enrollment events, and helps with other Outreach events as needed. This position works as part of the Community Health Connection/Outreach Team at Open Cities and reports to the Director of Development & Community Relations.

JOB DUTIES:

- Provide enrollment assistance to uninsured children and adults to help them access health insurance programs through the state's health insurance marketplace (MNSure). Activities include but are not limited to completing coverage applications, gathering required documentation, troubleshooting the enrollment process, advocating for patient's needs, and providing timely follow-up on all applications.
- Provide structured patient education on health coverage, engage in follow-up conversations and offer renewal assistance for enrolled individuals.
- Distribute outreach materials to patients, community members, partner organizations and businesses to build awareness of available resources and programs.
- Develop, discover and attend community events in order to promote coverage options and the mission and services of the organization.
- Collaborate with various local organizations to build awareness of coverage options, increase enrollment and build referral linkages.
- Attend and successfully complete all required training programs; participate in ongoing conference calls, webinars, and other professional development opportunities.
- Accurately track assistance and enrollment numbers, capture patient stories and issues related to enrollment, and provide required information in a timely manner for regular reports.
- Assist in the development and implementation of organizational outreach and enrollment initiatives.
- Assists in other related duties as assigned and as needed.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Strong communication skills (oral and written) and ability to interact professionally with a variety of stakeholders including patients, families, health professionals, community agencies, and government departments.
- Demonstrated ability to work with people of diverse racial, ethnic, and economic backgrounds.
- Knowledge of the health and human services infrastructure, health insurance programs and public coverage options.
- Strong computer skills and ability to quickly learn new software programs.
- Detail oriented and organized.
- Ability to work independently and as part of a group.
- Leadership experience working with patients, coordinating events, and leading groups.
- Interest in community health/health equity.

MINIMUM QUALIFICATIONS:

- Bachelor’s degree or equivalent.
- Ability to travel with use of a personal vehicle with current and valid Minnesota state driver’s license and auto insurance.
- Ability to read and interpret complex documents.
- Ability to write routine reports and correspondence.
- Comfortable speaking before groups and able to actively engage the general public in outreach situations.
- Ability to interact respectfully with people from diverse cultural and socio-economic populations.
- Willing and able to work some evenings and weekends as needed (advance notice will be given).

I have read and reviewed the job description for the position of Enrollment Navigator. I understand the duties and responsibilities of this job, and agree to perform these functions to the best of my ability.

Employee Signature

Date