**Position Title:**

**Community Care Navigator**

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| **Department: Community Impact** | **FLSA Classification:** Non-exempt / Hourly |
| **Location:** United Way | **EEO Classification: Professional** |
| **Supervisor: Community Resource Director** | **Status:** Temp to Perm/ Full Time |

**Summary:** Grant funded, temp to perm position with the opportunity to be extended for 5+ years. The Community Care Navigator’s role is to connect Polk County residents to the Polk HealthCare Plan and/or to provide referrals to other social services, as needed, such as for food, housing, transportation, child care, etc.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned to meet business needs.

* Promote the Polk HealthCare Plan to Polk County Residents by providing information about the Polk HealthCare Plan and, if applicable, direct individuals/families to the Polk HealthCare Plan online application process
* Assist potentially qualified Polk County Residents with the online application process for the Polk HealthCare Plan through the County’s online portal
* Utilizing the County’s database (currently FamCare), determine if potential clients of the Polk HealthCare Plan are receiving healthcare services though the County or another HealthCare provider
* Develop an awareness of community benefits and social service resources for Polk County Residents and, as necessary, refer individuals and families to the resources appropriate to their needs, such as for food, housing and transportation (i.e., SNAP, Medicaid, KidCare, Food Pantries/Distribution sites)
* Provide case-management and follow-up for individuals/families, as required
* Follow all organization’s policies, practices, and procedures
* Participate in proactive team efforts to achieve departmental and company goals
* Provide leadership to others through example and sharing of knowledge/skill
* Perform other duties as assigned

**Qualification/Requirements:**

* Ability to speak effectively before groups with frequent and routine intense public contact
* Ability to solve problems and deal with a variety of situations.
* Must be able to work weekends and evenings
* Awareness of Health and Human Service resources available to Polk County Residents
* Ability to interpret instructions furnished in written, oral, or schedule form
* Proficient personal computer skills including e-mail, recordkeeping, routine database activity, word processing, spreadsheet, graphics. Experience with Microsoft Office applications, particularly; WORD and EXCEL. Previous experience with SharePoint environment desired.

**Education/Training/Experience**

Bachelor’s Degree and/or equivalent experience preferred in Health and Human Services or a related field such as Community Relations. Demonstrated communication, management, and interpersonal skills. Bilingual preferred.

 **Physical Demands:**

Moderate physical activity performing daily activities; includes sitting and/or standing for extended periods of time with the ability to lift up to 25 lbs.

Manual dexterity sufficient to reach/handle items, works with the fingers and perceives attributes of objects and materials.

**Travel Demands:**

Must have reliable transportation and ability to travel to worksites, community-wide events, and community-based meetings.

**Disaster Response:** Every United Way of Central Florida employee is a disaster response worker and is expected to work any time when the Polk County Emergency Support Function (ESF) is activated. It is expected that all employees will work in their disaster response roles as assigned after they have assessed the welfare of their families and the safety of their own surroundings.