**Position Title:**

**Community Care Navigator**

**Lead 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 Lead Community Care Navigator’s role is 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.

* Oversee and supervise Navigators/Peer Navigators
* Assist Navigators/Peers with developing and maintaining knowledge of Community Outreach Events for Navigators to attend
* Maintain a calendar of all scheduled community events Navigators will be attending
* Assist with and/or provide coverage for scheduled Events for Navigators
* Collect and assimilate Navigator/Peer Navigators weekly Expense Reports and Service Reports and provide a scheduled monthly report to assigned internal staff member
* Provide information to Polk County Residents about the Polk HealthCare Plan and, if applicable, direct individual/family to Polk HealthCare Plan online application process
* Assist potentially qualified Polk County Residents with the 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 to 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 write routine reports and correspondence.
* Ability to speak effectively before groups with frequent and routine intense public contact
* Ability to solve problems and deal with a variety of concrete variables in situations where only limited standardization exists.
* Ability to interpret instructions furnished in written, oral, or schedule form
* Must be available to work weekends and evenings
* 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 preferred in Health and Human Services or a related field. Five years of progressively responsible work in the field as well as demonstrated training, communication, management and interpersonal skills. Bilingual preferred.

**Physical Demands:**

Moderate physical activity performing somewhat strenuous daily activities of a primarily administrative nature. 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 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.