

United Way of Central Florida Job Description

Position Title:

Community Care Navigator

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

Summary: Grant funded position with the opportunity to be extended beyond 5+ years. The Community Navigator's role is to connect Polk County residents to the Polk HealthCare Plan and/or 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
- Enroll potentially qualified Polk County Residents using the online application process for the Polk HealthCare Plan through the County's online portal
- 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 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.
- Ability to attend outdoor events and withstand varying climates for the duration
- **Must be able to work weekends and evenings**
- Awareness of Health and Human Service resources available to Polk County Residents
- Must be able to perform assigned work independently with minimal supervision
- Must be able to work within a Team environment
- Ability to work with multicultural and diverse populations
- 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.

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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 sales experience, time-management skills, ability to communicate, and interpersonal skills. Bilingual English/Spanish preferred.

Physical Demands:

Moderate physical activity performing daily activities; includes sitting and/or standing (*often in outdoor weather climates*) 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. This position will require driving to various locations – must have a valid Florida Driver's license.

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.