

United Way of Central Florida Job Description

Position Title: Lead Community Wellness Navigator

Department: Community Impact	FLSA Classification: Exempt / Salary
Location: UWCF, Highland City	EEO Classification: Professional
Supervisor: Director of Community Wellness	Status: Temporary / Full-Time

Summary: Grant funded position with annual program review. The Lead Community Care Navigator's role is to manage and 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, childcare, 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 retaining knowledge of Community Outreach Events by maintaining a calendar of all scheduled community events to be attended, as well as assist and provide coverage at Navigator/Peer attended events
- Collect, assimilate and verify Navigator/Peer Navigators' weekly Expense Reports, Service Reports, data and timekeeping, and provide a scheduled monthly report to assigned internal staff member
- Monitor plan sign-up progress
- Provide information to Polk County Residents about the Polk HealthCare Plan and, if applicable, direct and assist the individual/family with the Polk HealthCare Plan online application process via the online portal
- Assist potentially qualified Polk County Residents with the 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)
- 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
- Liaison between UWCF and Polk County to include the following:
 - Represent initiative to community members via media and public speaking events
 - Contact partner agencies and area businesses regarding collaborative efforts
 - Set up meetings/phone calls with community members
 - Meet with Polk County staff on monthly basis to coordinate event calendar
- Perform other duties as assigned

Qualifications/Requirements:

- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups with frequent and routine intense public contact

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- 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 Emergency Support Function (ESF 15) is activated after they have assessed the welfare of their families and the safety of their own surroundings. It is expected that all employees will work in their disaster response roles as assigned, which could include areas outside of the UWCF tri-county area.