

**Position:** 2-1-1 Navigator Specialist  
**Hiring Organization:** United Way of Salt Lake  
**Department:** United Way 2-1-1  
**SUPERVISED BY:** 2-1-1 Quality and Program Manager  
uw.org

### **ORGANIZATION BACKGROUND AND EVOLUTION**

United Way of Salt Lake serves individuals and families in Davis, Salt Lake, Summit, and Tooele counties. This four-county area represents approximately 1.4 million people or about 52 percent of Utah's population.

For over 100 years, United Way of Salt Lake has served and strengthened the greater Salt Lake community. Established in 1904 as the Salt Lake Charity Association, its original mission was to help the poor, discourage panhandling, and coordinate multiple programs. The historic “community chest” with a broad charitable mission has transformed into an agent for social change focused on Collective Impact— bringing partners together in new and innovative ways to identify problems and develop lasting solutions.

United Way of Salt Lake houses United Way 2-1-1, a statewide health and human service information phone line, which connects individuals and families to important resources and volunteer opportunities.

### **WORK ENVIRONMENT**

UWSL’s work environment is fast-paced, friendly, committed, nonpartisan, and ever changing. Employees are dedicated, appreciated and recognized for their efforts, and all levels of management are engaged in the work daily. We offer competitive wages and a generous, comprehensive benefit package. The internal focus continues to be on high level results – communicating, aligning and integrating around the organizational goals.

### **POSITION OVERVIEW**

This position is responsible for the implementation of the Navigator requirements as it pertains to a federal grant that was awarded to United Way 2-1-1, Utah Health Policy Project, and the Association for Utah Community Health (AUCH) to ensure that all Utahns understand the health insurance requirements mandated by the Affordable Care Act. The 2-1-1 Navigator Specialist will educate 2-1-1 callers about health insurance options and assist with health insurance enrollment as needed. The 2-1-1 Navigator Specialist will assist with the coordination of training for 2-1-1 staff related to health care and health insurance initiatives. This position will work closely with United Way 2-1-1’s Special Projects Coordinator to develop tracking and project implementation measures to ensure that United Way 2-1-1 is compliant with Navigator grant requirements. The 2-1-1 Health Care Navigator will also assist with staff oversight of three Health Care Corps members that will be acting as Certified Application Counselors.

### **RESPONSIBILITIES**

- Maintain expertise in eligibility, enrollment, and program specifications and conduct public education activities to raise awareness about the Exchange;
- Provide information and services in a fair, accurate, and impartial manner over the phone. Such information must acknowledge other health programs such as Medicaid and CHIP;
- Facilitate selection of a Qualified Health Plan (QHP);
- Provide referrals to any applicable office of health insurance consumer assistance or health insurance ombudsman established under Section 2793 of the PHS Act, or any other appropriate State agency or

agencies, for any enrollee with a grievance, complaint, or question regarding their health plan, coverage, or a determination under such plan or coverage; and

- Provide information in a manner that is culturally and linguistically appropriate to the needs of the population being served by the Exchange, including individuals with limited English proficiency, and ensure accessibility and usability of Navigator tools and functions for individuals with disabilities in accordance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act.
- Assist any consumer seeking assistance even if the consumer is not a member of the community(ies) or group the applicant expects to serve. If the Navigator does not have the immediate capacity to help an individual, the Navigator should make every effort to provide assistance in a timely manner, but could also refer consumers seeking assistance to other Exchange resources.
- Implement program plans and grant expectations as indicated in relevant work plans
- Implement the components of the AUCH CHIPRA Outreach and Enrollment Project, including: enrollment assistance, case management, data collection and tracking, and patient education
- Collect and track select patient information for specific enrollment/retention interventions to determine whether the client has implemented the plan and to what extent it has been successful
- Conducts one-on-one and family education on topics such as public program eligibility, benefits and importance of health care coverage; health care navigation; and importance of a medical/health care home
- Act as liaison between patient and Department of Workforce Services Eligibility Workers
- Act as advocate on behalf of patients' best interest
- Provides referrals to clinic services and community resources that might enhance the patient's life
- Assist in planning of targeted outreach and awareness activities.
- Participate in outreach and awareness activities
- Participate in weekly/monthly meetings with site and project staff
- Assist with outreach plan and conduct in-clinic outreach when required
- Assist in the preparation of progress reports and other reporting requirements
- Provide 2-1-1 Health Project oversight including development of project success measures
- Provide leadership to Health Corps Members
- Ensure that the 2-1-1 Health Project Team is appropriately tracking and reaching goals
- Adhere to OER policies and procedures and those of the Project Grantee
- Other duties as assigned

#### **REQUIRED QUALIFICATIONS**

- Bachelor's degree in social or human services field OR equivalent directly related experience
- Ability to work in a professional manner with a wide variety of personalities and backgrounds
- Strong written and oral communication skills
- Ability to plan, manage, delegate, and follow-through on multiple projects
- Willing to travel as needed
- Computer experience with Word, Excel, and database programs
- Excellent interpersonal and problem solving skills
- High standards of professional ethics and conduct

#### **PREFERRED QUALIFICATIONS**

- Experience in a health care related function
- Understanding of the functions of health and human services agencies statewide
- Knowledgeable about database functions
- Experience training and/or working with volunteers

#### **PHYSICAL REQUIREMENTS**

The work is sedentary. Typically the employee may sit comfortably to do the work. There may be some walking; standing; bending; carrying of items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

**SALARY**

\$15.50 - \$17.50 Hourly

**TO APPLY**

Interested applicants should submit a cover letter, resume, and employment application. Employment applications can be found at <http://www.uw.org/about-us/careers/>.