

**Position:** 2-1-1 PROJECT LEAD SPECIALIST AND NAVIGATOR  
**Hiring Organization:** United Way of Salt Lake  
**Department:** United Way 2-1-1  
**SUPERVISED BY:** 2-1-1 PROJECT MANAGER

### **ORGANIZATION BACKGROUND AND EVOLUTION**

United Way of Salt Lake (UWSL) has made a promise to our community – to change the odds so all children and their families have the same chance to succeed in school and life. Our role has evolved from primarily a fund-raising, fund distribution organization to what it is today - a community problem-solving organization, dedicated to advancing the education, income and health of our neighborhoods and communities to ensure that every child succeeds, every step of the way, from cradle to career.

UWSL has adopted a unique approach to community problem-solving called Collective Impact. Collective Impact brings many different sectors together to find new and innovative ways to address challenges and develop lasting changes.

UWSL is committed to excellence. We have adopted high standards of accountability and operate with integrity and transparency. We provide outstanding customer service.

### **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 personnel are engaged in the work daily. We offer competitive wages and a generous, comprehensive benefit package. Our focus is on high level results – communicating, aligning and integrating around our organizational goals.

### **POSITION OVERVIEW**

The 2-1-1 Project Lead Specialist and Navigator is responsible for the implementation of the Navigator requirements as it pertains to a federal grant 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 requirement of the health insurance requirements mandated by the Affordable Care Act (ACA). The 2-1-1 Project Lead Specialist and Navigator is responsible for supporting the 2-1-1 Project Manager on all contracts, grants, and initiatives. The position also supervises three HealthCorps members that will be acting as Certified Application Counselors (CAC), and is responsible for planning and execution of public education events to raise awareness about the ACA and the Health Insurance Exchange.

### **RESPONSIBILITIES**

- Assist 2-1-1 Project Manager in developing scope of work requirements for specific contracts, grants, and initiatives
- Develop project implementation and tracking measures to ensure compliance with Navigator grant
- Support 2-1-1 Project Manager in the creation of trainings and messaging specific to initiatives such as the ACA, Special Needs Registry, VITA Tax Assistance, and special holiday programs
- Supervise members of Utah HealthCorps/ CAC's, conduct regular quality monitoring
- Educate and train 2-1-1 staff on health care and health insurance initiatives
- Maintain expertise in ACA eligibility, enrollment, and program specifications
- Coordinate with other Utah HealthCorps/CAC's in outreach and enrollment efforts
- Initiate and maintain relationships with community partners to facilitate enrollment
- Participate in outreach and awareness activities which include but may not be limited to; presentations, tabling events, and fairs

- Participate in weekly/monthly meetings with site and project staff
- Collect data specific to the requirements of the Navigator Grant
- Assist in the preparation of progress reports and other reporting requirements
- 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
- Provide information and services in a fair, accurate, and impartial manner
- 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
- Detail-oriented with the 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 health care, or health insurance related field
- 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**

\$32,000-\$36,000 Annual

#### **TO APPLY**

Only complete applications will be considered for the position. Interested applicants should submit a cover letter, resume, and employment application to [jobs@uw.org](mailto:jobs@uw.org). Employment applications and the complete job description can be found at <http://www.uw.org/about-us/careers/>.