

**Job Classification:** Exempt, Full-Time

**Reporting Relationship:** Navigator Project Director

**Primary Accountabilities:**

The Navigator Project Coordinator will work from the KAMU office in Topeka under the guidance of the Navigator Project Director, as part of the Project Leadership Team. The Coordinator will be responsible to recruit, orient, and support individuals through the Navigator application and certification process; provide supplemental training, on-going support and guidance, answer questions and provide resources to Navigators following established protocol. The Coordinator will also help develop and implement outreach and enrollment strategies for the Cover Kansas Navigator Project that will provide assistance to consumers in the Federally-Facilitated Health Insurance Marketplace (FFM). Work with the Navigator Project Leadership Team to ensure consistent consumer support throughout the state via a network of Certified Navigators.

In order to help monitor, train and support the statewide network of Navigators, travel will be required; however, primary work will occur in the eastern half of the state.

**Major Duties:**

- Support individuals through the certification process and ensure required training is completed.
- Recruit organizations to provide expanded Navigator capacity as Cover Kansas Coalition members.
- Provide support, guidance and oversight to an assigned portfolio of Navigators at various partner organizations that may include: FQHCs, Mental Health Centers, Health Departments, and Area Agencies on Aging, Hospitals, and others.
- Ensure that all required Navigator documents are signed and on-file with the grant project office.
- Ensure that all assigned Navigators are in compliance with all grant requirements, including proper handling of Personally Identifiable Information.
- Monitor for potential Navigator conflicts of interest.
- Assist the Navigator Project Director in completing cooperative agreement activities and reporting requirements.
- Promote and facilitate face-to-face Navigator training opportunities in the region.
- Work cooperatively with Kansas Marketplace Consortium and partner organizations in carrying out the activities of the project.
- Participate in supplemental training and study regarding the Health Insurance Marketplace in order to provide accurate answers to Navigator questions.
- Write and send Navigator updates through Constant Contact or other approved format.
- Create surveys to gain feedback from Navigators and partner organizations as requested by Project Director.
- Conduct Navigator Site Visits and complete related documentation.
- Set up and promote Cover Kansas Enrollment events in the assigned area.
- Keep immediate supervisor informed of activities and project timelines, including areas of opportunity and challenge.

**Other Duties as Requested**

- Participates as an active member of the KAMU team by developing an overall breadth of knowledge involving all of the KAMU activities and by working together to develop cooperative programs when possible.
- Performs all other duties assigned by management.

**Qualifications:**

- Graduate of an accredited college or university preferred.
- Health and Human Services (HHS) Certified Marketplace Navigator or CAC preferred.
- Previous Outreach and Enrollment experience preferred.
- Excellent organizational, written and oral communication skills.
- Strong knowledge of and the ability to effectively utilize the full suite of Microsoft Office applications.
- Ability to effectively manage multiple activities on a routine basis, with minimal supervision.
- Willing to follow guidance as provided by supervisor and understand that while working remotely the expectations to stay on task and comply with KAMU policies and procedures.
- Excellent attention to detail a must.
- Able to travel by automobile as dictated by the responsibilities of the position.
- Able to work independently within scope of responsibility.
- Able to handle confidential information appropriately and protect consumer's personally identifiable information.
- Experience explaining complex ideas in a simplified way.  
Experience with customer service assisting persons with challenging situations.

**Physical Demands:**

- Regularly required to speak and hear, sit, stand, bend, stoop, kneel and walk.
- Ability to read computer screens for an extended period of time.
- Ability to lift up to fifty (50) pounds.

**Additional Duties:**

Additional duties and responsibilities may be added to this job description at any time. The job description does not state or imply that these are the only activities to be performed by the employee(s) holding this position. Employees are required to follow any other job-related instructions and to perform any other job-related responsibilities as requested by their supervisor.

**Other:**

- This position is dependent on federal Navigator Grant funding that will be available after September 2, 2015.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date