



United Way of Anchorage

Title: Healthcare Navigator, Fairbanks

Supervisor: Director, Income/Health Impact

Work Location: Fairbanks

Compensation: \$25-\$26 per hour plus full benefits

Hours of Work: 37.5 hours/week, M-F between 8:00 a.m. and 5:30 p.m. with occasional evening or Saturday assignments

Employment is contingent on passing a background check.

Organization Overview: We unite caring people to give, volunteer, and take action to remove barriers to opportunity and solve our community's toughest challenges. Our focus is on education, financial stability, and health – the building blocks for a good quality of life and a strong community.

Position Overview: Educate individuals, families and community partners about health insurance and coverage options available through the Health Insurance Marketplace (part of the Affordable Care Act) or Medicaid. Convey accurate information to help consumers make informed decisions about healthcare coverage, providing both in-person and virtual one-on-one enrollment assistance. Do community outreach to raise awareness of the Marketplace and the availability of enrollment assistance. Work is a combination of work from home providing virtual assistance and outreach and enrollment in various community locations.

Essential Functions/Roles & Responsibilities of the Position:

- Complete federally required online training and pass test for Navigator certification within first two weeks of employment.
- Assist individuals with applications for health insurance programs (Marketplace, Medicaid), explaining information accurately in understandable terms and facilitating computer-based enrollment.
- Maintain expertise in eligibility, enrollment and program specifications and provide information to consumers in a fair and impartial manner.
- Educate the public about the Marketplace and health insurance affordability programs through community outreach events.
- Respond to consumer calls seeking answers to health insurance questions or to schedule Navigator appointments.
- Ensure the privacy and security of consumers' personally identifiable information and comply with federal regulations governing Navigators.
- Ensure proper documentation and data collection as needed for program reporting and tracking.
- As a frontline ambassador for United Way of Anchorage and an individual who will interact with a variety of donors, volunteers, and community partners, maintain current awareness of program priorities, strategic plan goals, recent accomplishments, and laudable program milestones.

Key Competencies:

- Ability to function independently and as part of a team
- Effective communication

- Active listening and attentiveness
- Problem-solving

Education, Skills & Qualifications:

- Bachelor's degree preferred.
- 1 to 3 years of experience in customer service, education, human service delivery, community outreach, public health, benefits, and/or related fields.
- Excellent organizational and time management skills.
- Computer skills: ability to efficiently navigate the Internet and Marketplace website and input data into applicable systems; familiarity with MS Office 365, especially Outlook, SharePoint, and Teams.
- Ability to learn and retain complex information with accuracy and to follow procedures consistently and with attention to detail.
- Cultural sensitivity and ability to work respectfully and inclusively with a diverse population.
- Comfortable meeting and talking with the public in person or on the phone.

Personal Competencies:

- **Know Yourself** - Demonstrate self-awareness, self-management and continual growth and learning. A person who knows themselves can identify their thoughts, feelings, and wants and then effectively put them into words in the moment. They are aware of their patterns, strengths and limitations and they seek feedback and knowledge to continually learn and grow from their experiences.
- **Understand Others** - Demonstrate interpersonal awareness and the ability to be inclusive. A person who understands others knows that everyone has their own experience of any given situation. They seek to understand all perspectives and leverage the generative nature of differing options and experiences so that outcomes are of the highest priority.
- **See the Whole** – Demonstrate organizational and political awareness, relationship building skills, and effective decision making. A person who sees the whole understands how UWA is connected in vision, mission, and function. They can balance UWA, partner organizations, donors, and community member interests to make effective decisions as well as champion decisions that have been made. They know the importance of relationships in understanding all perspectives and demonstrate effective group behaviors.
- **Create an Environment of Success** - Demonstrate the ability to provide personalized recognition and celebrate successes and display characteristics of interpersonal influence. A person who creates an environment of success can clearly articulate their vision and expectations to their team and garner commitment. They ensure accountability and continued success through feedback, coaching and recognition.
- **Model the Way** - Demonstrate ethics and integrity, consistently walking the talk. A person who models the way is highly credible. They do what they say they are going to do. They consistently excel by aligning their personal actions with shared values.

To Apply: Please send your resume to Nina Makarova, Director Administrative Services: nmakarova@ak.org