

POSITION DESCRIPTION  
**LEAD NAVIGATOR**

<b>Location:</b>	Varies within Montgomery and Prince George’s Counties
<b>Type of Position:</b>	Grant Funded
<b>Start Date:</b>	Flexible
<b>End Date:</b>	June 30, 2014 – with the possibility of an extension
<b>Salary:</b>	\$24.34 per hour
<b>Hours:</b>	40 hours per week, hours vary
<b>Reports to:</b>	Special Assistant to the Director

**SUMMARY:**

ATHENA Consulting seeks a full time **Lead Navigator** to conduct outreach and enrollment as well as directly supervise a team of Navigators within the Montgomery County Department of Health and Human Services Connector Entity Program. The Connector Entity Program will educate and enroll uninsured Montgomery and Prince George’s Counties residents and small businesses in health insurance options through *Maryland Health Connection*. This position must obtain and maintain certification from the State. Please note that this position is grant funded and may only be available for up to one year.

**MINIMUM QUALIFICATIONS:**

1. Bachelor's Degree, plus 3 years experience working directly with clients, customers or in community outreach role.
2. Must successfully complete Certification Training to be provided by the State.
3. Must have at least 2 years experience supervising multiple staff.
4. Must have a minimum 3 years demonstrated experience and proficiency with Microsoft Office Suite including Word, Excel, Access, Power Point, and Adobe PDF Professional.
5. Experience in benefit eligibility/enrollment and/or work experience as an Enrollment Service Representative preferred.
6. Bilingual Proficiency in one or more of the following languages is preferred: Spanish, Chinese, Vietnamese, Korean, French, Kru, Ibo, and Yoruba.
7. Exceptional written and oral communication skills.
8. Proven facility with data management, process flow, spreadsheet and database tracking systems.
9. Ability to work independently and in a team environment.
10. Ability to effectively collaborate with co-workers and clients face-to-face and in meeting settings is required.
11. Ability to communicate effectively orally and in writing.
12. Must own a reliable car and have a valid Driver’s License.
13. Must be able to work nights and weekends.

**JOB RESPONSIBILITIES:**

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The successful candidate must have the following characteristics:

1. Very knowledgeable of the health care environment and understanding of medical insurance process.
2. Ability to be self-directed and interact professionally across multiple disciplines.
3. Ability to communicate with partner organizations, providers and customers.

The main responsibilities of this position are to:

1. Conducts education and outreach to uninsured individuals and small businesses throughout Montgomery and Prince George's County. This position will enroll and facilitate eligibility determinations for Medicaid, Maryland Children's Health Program (MCHP), Qualified Health Plans (QHP), Small Business Health Options Program (SHOP), and premium tax subsidies.
2. Distributes information regarding the Small Business Health Options Program (SHOP), including:
  - o Options with respect to employer and employee choice;
  - o Procedures for enrolling in qualified plans;
  - o The availability of applicable tax credits and how to apply.
3. Maintains updated knowledge of the Maryland Health Benefit Exchange Connector Entity Program, community resources, Health Plan coverage, and additional options for clients.
4. Provides direct supervision to a team of Navigators.
5. Manages telephone inquiries, provides responses to questions, and refers callers in the event of problems or concerns.
6. Provides continuous guidance and informal training regarding customer service as well as all aspects of the Maryland Connector Entity Program.
7. Performs Quality Control functions on enrollment forms completed by the Navigators.
8. Investigates any reporting errors that may occur during the enrollment process; providing guidance and training as needed to minimize future errors.
9. Monitors Navigators' productivity and compliance with the Affordable Care Act (ACA), and performance targets. Prepares weekly summaries including productivity, monitoring results and monthly production reports.
10. Attends and participates in management meetings.
11. Maintains records of Navigators attendance and timeliness reports daily.
12. Assures corrective actions are in place where applicable and monitors for compliance.
13. Provides referrals to appropriate agencies, including the Attorney General's Health Education and Advocacy Unit (HEAU) and the Maryland Insurance Administration (MIA), for applicants and enrollees with grievances, complaints, questions or the need for other social services.
14. Frequent and extensive travel throughout both Montgomery County and Prince George's County.
15. Develops and maintains key relationships with all organizations involved in the Connector Entity Program.

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16. Provides all information and services in a manner that is culturally and linguistically appropriate and ensures accessibility for individuals with disabilities throughout Montgomery and Prince George's Counties.
  17. Assists Program Manager in other projects as needed and performs other duties as assigned.

**HOW TO APPLY:**

Please submit a cover letter and resume to [resume@athenaconsultingllc.com](mailto:resume@athenaconsultingllc.com). Specify "LEAD NAVIGATOR" in the email subject line.

Please, no phone calls or email correspondences. Applicants determined to meet the qualifications and requirements for this position will be contacted by a member of our recruitment team.

Athena Consulting, LLC offers a competitive benefits and compensation package. Athena Consulting, LLC is an Equal Opportunity Employer (EOE).