



JOB DESCRIPTION

<u>POSITION TITLE:</u>	GCHP Enrollment Navigator 2
<u>SALARY CLASSIFICATION/ RANGE:</u>	\$18.00 -\$20 per hour
<u>STATUS:</u>	Non-Exempt
<u>LOCATION:</u>	Main Offices, Oxnard, Santa Paula, Simi Valley California
<u>POSITIONS SUPERVISED:</u>	None
<u>POSITION REPORTS TO:</u>	Community Services Manager
<u>CONDITIONS OF EMPLOYMENT:</u>	Full time
<u>WORKING ENVIRONMENT:</u>	Office Environment and in the field for Outreach in Ventura County

SUMMARY

As a Gold Coast Health Plan Enrollment Navigator, your primary objective is to engage, assist in renewal, and enroll hard-to-reach populations eligible for Medi-Cal. This pivotal role entails actively reaching out to these communities, clarifying their eligibility for healthcare benefits, and guiding them through the enrollment and renewal processes. Additionally, this position involves participating in community outreach events on weekends and after-hours, as well as traveling to our satellite offices in Santa Paula and Simi Valley. Furthermore, the navigator will contribute to social media marketing efforts for the program, including content creation.

JOB DUTIES

1. Facilitate application submissions via paper or BenefitsCal.
2. Provide assistance and address questions regarding redeterminations.
3. Offer education and assistance for new enrollments.
4. Conduct outreach at various events to promote enrollment.
5. Aid with redeterminations process, whether via paper or BenefitsCal.
6. Assist members in accessing benefits by connecting them with the call center.
7. Facilitate connections between members and relevant services and benefits.
8. Maintain accurate data and track assistance provided in relation to the Enrollment Navigator program.
9. Engage Hard-to-Reach Populations: Actively reach out to inform communities about available healthcare benefits and enrollment opportunities.
10. Assist with Renewals: Provide support to individuals and families during the Medi-Cal renewal process, ensuring continuity of benefits.
11. Guide Eligible Individuals: Assist eligible individuals through the enrollment process, including paperwork assistance and addressing inquiries.
12. Clarify Eligibility: Educate community members about Medi-Cal eligibility criteria and navigate requirements.
13. Engage in outreach activities during weekends and, if required, after hours, by participating in various community events throughout the county.
14. Travel Support: Travel to satellite offices as needed to offer in-person assistance to community members.
15. Contribute to Social Media Marketing: Assist in social media marketing efforts for the program, including content creation and engagement strategies.

Qualifications:

- Bachelor's degree in a relevant field preferred.
- High School diploma required.
- Previous experience in community outreach, enrollment assistance, or related fields preferred.
- Strong communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Proficiency in Microsoft Office Suite and other relevant software applications.



- Willingness to travel and work flexible hours, including weekends and evenings, as needed.
- Bilingual proficiency in English and Spanish required.

PHYSICAL REQUIREMENTS, RESPONSIBILITIES AND WORKING CONDITIONS:

Must possess mobility to use standard office equipment, including a computer. Stamina to maintain attention to detail despite interruptions, strength to lift and carry objects weighing up to 30 pounds. Vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Ability to sit or stand for extended periods of time in an indoor and/or outdoor environment. Support and implement Agency Policies and Procedures. Responsible for supporting and providing fair, impartial treatment to all employees, volunteers, and clients; support the CAVC Policies on Equal Opportunity including CAVC’s policy on Sexual Harassment, and the Agency's Confidentiality Policy on Agency information, to all employees, volunteers, clients, and visitors. May encounter occasional contact with dissatisfied or upset individuals.

SELECTION PROCESS

Following an administrative review of each application, only the most qualified applicants will be invited to participate in an oral interview. After the hiring interviews have been completed, a background check to include verification of criminal records will be conducted on the candidate (s) being considered for employment. Once the background check (s) have been completed and reviewed, a conditional offer of employment will be made to the recommended applicant for hire. The recommended applicant shall submit original documentation to establish both work authorization and identity (Birth Certificate, Passport, Social Security, etc.) (*Per the Immigration Reform and Control Act of 1986*).

DISCLAIMER

This job description is not designed to be an exhaustive list of duties, nor is it intended to be a written or implied contract. CAVC reserves the right to modify job descriptions. CAVC is an equal opportunity employer.

HR Authorized Signature

Date

Employee Signature

Date

This work is made possible through an Enrollment Navigator Program grant from Gold Coast Health Plan.