

Ohio Association of Foodbanks

Location:	100 East Broad Street, Suite 501, Columbus, OH 43215		
Job Title:	Navigator Program Manager		
Reports to:	Lisa Hamler-Fugitt	Title:	Executive Director
Starting Salary:	Pay Grade 4.5 <input checked="" type="checkbox"/> Full-time	Type of position: Mid-level <input type="checkbox"/> Part-time	Hours: 40 / week <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt

Position Overview

This full-time position will lead the implementation of the Affordable Care Act (ACA) Navigator program in collaboration with the Centers for Medicare and Medicaid Services (CMS) and eight local and regional consortium member organizations. This position will be responsible for actively monitoring compliance and completion of proposed activities and goals throughout the consortium, promoting awareness of Marketplace plans and Navigator services through partnership and referral relationship building and press interviews, and fostering a productive and cooperative relationship with CMS as well as state agency partners. This position will also be a certified and licensed federal ACA Navigator through the Ohio Department of Insurance. *Position dependent on notification of funding by CMS anticipated August 27, 2021.*

Essential Job Functions

- Develop and maintain statewide partnerships to generate referrals, such as through presentations and outreach to state agencies, trade associations, chambers of commerce, nonprofit and social service organizations, and other partners.
- Facilitate new local and regional partnerships between consortium members and Navigators and stakeholders with direct connections to target consumers.
- Actively engage with media outlets through press interviews and events, webinars and live forums, telethons, etc. to generate earned media coverage and impressions about Navigator services and available Qualified Health Plans.
- Ensure the timely and accurate collection and submission of all weekly, monthly, and quarterly reporting, metrics, and outcomes as required by CMS. Prepare for and complete required, regular calls with CMS Project Officer and coordinate necessary adjustments and requested activities in collaboration with consortium members.
- Ensure Federal and State regulatory compliance and timely reporting deadlines are met.
- Review and assess activities, outputs, and outcomes for each consortium member organization on an ongoing basis. Conduct regular check-in calls and site visits with consortium member project directors to promote successful completion of self-imposed goals. Provide consistent and informative email updates to consortium and internal personnel.
- Lead planning for all logistics and content for virtual and in-person trainings and meetings for consortium project directors, Navigators, and personnel, with the assistance of the program support coordinator and in partnership with third-party training consultants as needed.
- Attend outreach and enrollment events throughout Ohio and be willing to directly serve consumers in addition to providing support and communicating with press, policymakers, and other partners and stakeholders present.
- Attend conferences, trainings, and other networking and informational forums to glean best practices and resources for effective outreach and enrollment and disseminate those resources to consortium Navigator personnel and other referral partners.
- Monitor changes to and announcements about open and special enrollment periods, premium tax credits, Qualified Health Plans, Medicaid, and other policies impacting uninsured, underinsured, and vulnerable Ohioans and Navigator services. Inform Navigator consortium and personnel in concise and accessible format(s).
- Work collaboratively with the director of external affairs to ensure promotional materials, creative collateral, and other marketing and talking points are accurate and contributing toward strategic goals.
- Assist the director of external affairs in the development of subsequent continuation funding requests, in collaboration with consortium.
- Assist the director of finance in ensuring timely submission of invoices and backup documentation. Work with director of finance and/or program support coordinator to reconcile invoices and documentation and track spending by line item, by consortium member organization.
- Participate in state and national coalitions and other work groups.
- Attends work regularly and on time, as attendance and punctuality are essential functions for this position.

Other Duties and Responsibilities

- Acts as an engaged member of the association staff.
- Researches new initiatives and best practices within other states for potential adaptation/replication.
- Assists with identifying emerging needs and trends within the Ohio Association of Foodbanks networks.
- Other duties as assigned.

Required Qualifications and Competencies

- Bachelor's degree OR equivalent experience in nonprofit, government, or related field.
- At least 3 years of project management experience required.
- At least 3 years of experience in health insurance or public benefits outreach and enrollment or adjacent issues preferred.
- Demonstrated interest/experience in working with low-income communities and/or racially, culturally, and ethnically diverse communities.
- A demonstrated commitment to high professional ethical standards.
- Excellent computer skills and proficiency in Microsoft products and web-based software.
- Excellent communication skills, both verbal and written.
- Excellent interpersonal skills, and high comfort level working in diverse environments, inclusive of business and government.
- Strong attention to detail and organizational skills.
- Must have a valid Ohio driver's license, state-required minimum insurance, reliable transportation and ability to travel to work sites within and outside of Ohio as needed.
- Willingness to work flexible hours including early mornings, late evenings and weekends as needed.
- Must be able to remain in a stationary position for extended periods of time. Position occasionally requires lifting and moving up to 50lbs.

This job description reflects management's assignment of essential functions and other duties and responsibilities; and nothing in this herein restricts management's right to assign or reassign duties and responsibilities to this job at any time.