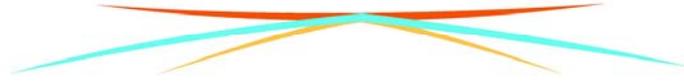


# TRI-COUNTY HEALTH NETWORK



**Position: Telluride Navigator**

**Direct Supervision: Community Programs Manager**

**To Apply: Submit Cover Letter and Resume to [info@tchnetwork.org](mailto:info@tchnetwork.org)**

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## **JOB SUMMARY:**

Under the general direction of the Community Programs Manager, this position is responsible to outreach, educate, and enroll eligible individuals and families efficiently and effectively into Supplemental Nutrition Assistance Program (SNAP), Medicaid/CHP+, and Colorado's health insurance marketplace in Telluride/Mountain Village. She/he/they will also provide education through outreach and presentations to large and small groups and assist with our school-based cavity prevention program, Skippy. Successful applicant will have a passion for serving their community; be capable of working independently and traveling long distances, even in inclement weather; initiate cold calls and resource navigation; and use technology for reporting purposes.

**Bilingual a plus.**

## **DUTIES AND RESPONSIBILITIES:**

*May include the following, and other duties as assigned.*

### **Enrollment Assistance**

- a. Successfully complete State of Colorado training to become a Certified Enrollment Assistant / Health Coverage Guide.
- b. Provide constituents with expert, timely and friendly assistance with the application process for SNAP/Medicaid/CHP+ and Marketplace Insurance.
- c. Educate on the difference between Medicaid and CHP+ programs and program coverage.
- d. Identify barriers and service issues and implement solutions to health insurance enrollment and access.
- e. Collaborate closely with county social service agency staff members assigned to eligibility determination and enrollment.
- f. Develop relationships with area schools in getting referrals to families with children receiving free and/or reduce lunch.
- g. Work actively with community and faith-based organizations throughout the Network Service area to provide education on eligibility and enrollment process.
- h. Expand the network of community-based organizations, faith-based organizations and school districts focusing on enrollment outreach and activities.
- i. Collaborate with medical providers serving the uninsured or underinsured and assist in implementing a process to outreach, enroll and retain patients into an available health insurance program.

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- j. Assist applicants denied CHP+ and Medicaid with appeal process.
- k. Track constituents' annual renewal dates and outreach to these individuals to ensure no break in coverage.
- l. Document all enrollment and outreach efforts in the Member Tracking Software (MTS) program

## **Tri-County Health Network Cavity Prevention Program (Skippy)**

- a. Coordinate clinics with local school district
- b. Provide chair-side assistance to hygienist
- c. Record oral exam on Skippy tablet as directed by hygienists; document sealants and exam results if received that day. Record treatments received, risk assessment, follow-up as needed.
- d. Log kids in need of follow-up on "Referral" spreadsheet
- e. Prepare take-home letter for parents
- f. Assist in clinic set-up and take-down at school
- g. Contact all parents with children needing referrals to explain the need for follow-up care and provide a list of dentists.
- h. Follow-up with parents of children identified as not having insurance to determine if parents want to complete Medicaid/CHP+ application.
- i. Document all outreach efforts to parents & progress on application assistance in MTS
- j. Participate in required trainings, possible continuing education requirements, and monthly conference calls.
- k. Other duties as required to ensure the success of the program and Network.

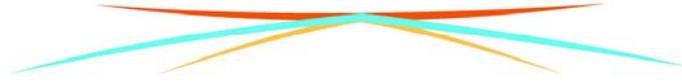
## **EDUCATIONAL AND EXPERIENCE REQUIREMENTS:**

A high school diploma and experience in healthcare, leading groups, or volunteerism in the community.

## **SKILLS AND QUALIFICATIONS:**

1. Excellent verbal and culturally competent communication skills (in person, on the telephone, and through email correspondence).
2. Must have aptitude for computers and working with various software and be proficient in MS Word, MS Excel
3. Willingness to work flexible hours (some nights/weekends).
4. Valid driver's license with reliable transportation and car insurance with the ability to

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travel up to 70 miles to perform duties related to this position.

5. Spanish speaker preferred

## **PERSONAL ATTRIBUTES:**

1. Must possess demonstrated ability to relate to individuals and families of varied ethnic, cultural backgrounds, ages and economic circumstances. Trusted member of the community and ability to make new and lasting connections.
2. Ability to maintain client confidentiality
3. Ability to work in a fast-paced environment
4. Advanced time management abilities
5. Strong work ethic, self-motivated, and collaborative style
6. Change agent demeanor; must be a flexible thinker, with an ability to quickly adapt to a changing environment
7. Ability to exercise forethought; to look ahead and anticipate events
8. Excellent critical thinking and consultative problem-solving skills

## **PREFERRED QUALIFICATIONS:**

1. Resident of the community for at least the past 2 years.
2. Knowledge and experience working in/with clinical or social service agencies in rural communities.
3. Experience working with disadvantaged/underserved populations.