



Position: Cultural Navigator – Montrose/Delta
Status: Full-time, salaried position 40+ hours per week

JOB SUMMARY:

The Cultural Navigator will assist in empowering, engaging, organizing, and advocating on behalf of the multicultural population throughout Montrose & Delta Counties. This individual will serve a key role in the development of Tri-County Health Network’s (TCHNetwork’s) advocacy and outreach efforts for underserved populations, people of color, and monolingual Spanish speakers. Services will be provided in both English and Spanish. Responsibilities include outreaching to, educating, and enrolling eligible individuals and families into Medicaid/CHP+, Colorado’s health insurance marketplace, and SNAP and providing support, and linking individuals to available needed resources. This position also builds relationships with key partners in the area to advance access to public assistance and serves as a referral resource for partner organizations that provide direct services to the immigrant population. This position will provide responsive services to assist affected populations in navigating complex systems of care and local civics.

DUTIES AND RESPONSIBILITIES:

May include the following, and other duties as assigned.

1. Outreach to and connect with the target population throughout the service area
2. Research and maintain an extensive community resource list so that the target population have a point person to turn to that can refer them to the correct community resources/organizations
3. Connect multicultural and underserved community members to resources to promote wellbeing, self- sufficiency, health, social engagement, and civic engagement
4. Work with our target population, identify service gaps, and develop solutions to fill those gaps
5. Develop/cultivate cross-referral relationships and actively collaborate with schools, county social services agency staff members, community and faith-based organizations, and other partners throughout the TCHNetwork service area to ensure multicultural population has access to holistic, inclusive, and culturally-appropriate services.
6. Participate in the Health Equity Advocacy Team (HEAT) in Montrose and Latinx Advocacy Committee (LAC) in San Miguel County and expand efforts as directed.
7. Offer capacity building workshops to empower the target population to frame the narrative about equity in the county
8. Support and coach, as needed, the target population, to be their own advocates and voice their opinions



9. Assist with program support and outreach that address health equity including SKIPPY, and Behavioral Health programming, including becoming a trained facilitator, as requested.
10. Offer enrollment/entitlement assistance, which includes:
 - Successfully completing State of Colorado training to become a Certified Application Assistor and Health Coverage Guide and any required trainings, continuing education requirements as applicable.
 - Providing general education, basic knowledge, application and follow-up assistance regarding benefits of SNAP, Medicaid, CHP+, and/or marketplace insurance and health service delivery in a manner that is culturally and linguistically appropriate to the client
 - Collaborating closely with respective county social services agency staff members assigned to eligibility determination and enrollment
 - Expanding the network of community-based organizations, faith-based organizations, medical providers, and school districts focusing on enrollment outreach and activities
 - Tracking clients' annual renewal dates and proactively outreaching to individuals to ensure no break in coverage
11. Document all outreach and engagement efforts with both clients and stakeholders in TCHNetwork's CRM system.
12. Participate in required trainings, continuing education, and monthly conference calls
13. Translate TCHNetwork marketing and promotional materials into Spanish
14. Other duties as required to ensure the success of the program and TCHNetwork

EDUCATIONAL AND EXPERIENCE REQUIREMENTS:

- A relevant four-year degree with emphasis in public health, social work, community engagement or other related field or five years relevant experience
- Two years' direct experience in advocacy or client and community engagement

SKILLS AND QUALIFICATIONS:

- Passion for community engagement, health advocacy, and community education
- Fluency in Spanish and English languages, both oral and written
- Excellent verbal and culturally competent communication skills (in person, on the telephone, and through email correspondence).
- Strong public speaking skills
- Demonstrated leadership skills and ability to facilitate meetings producing high quality results
- Proficiency in using the internet with an aptitude for computers and various



software including Microsoft Office Suite and CRMs.

- Willingness to work flexible hours (some nights/weekends) and travel between counties to perform duties related to position.

PERSONAL ATTRIBUTES:

- Must possess demonstrated ability to relate to individuals and families of varied ethnic, cultural backgrounds, ages, and economic circumstances
- Ability to make new and lasting connections and establish themselves as a trusted member of the community
- Ability to explain and summarize detailed concepts in a culturally appropriate manner
- Ability to maintain client confidentiality
- Ability to work in a fast-paced environment
- Advanced time management abilities and ability to work independently
- Strong work ethic, self-motivated, and collaborative style
- Change agent demeanor; must be a flexible thinker, with an ability to quickly adapt to a changing environment
- Ability to work in a variety of environments, including schools, libraries, county offices, among others
- Ability to exercise forethought, to look ahead and anticipate events
- Excellent critical thinking and consultative problem-solving skills

PREFERRED QUALIFICATIONS:

- Knowledge and previous experience working in/with clinical and/or social service agencies in rural communities
- Experience working with disadvantaged/underserved and multicultural populations
- Basic knowledge of strategic planning methods with an emphasis on events, volunteer programs, and fundraising.

REQUIRED RESOURCES:

Valid driver's license with reliable transportation and car insurance, and the ability to travel up to 70 miles, even in inclement weather, to perform duties related to this position, as required.

LOCATION:

Montrose or Delta counties.