



**Position:** Community Programs Navigator (Bilingual English and Spanish)  
**Supervisor:** Care Coordination Manager  
**Status:** Full-Time, Non-Exempt

**Job Summary:**

The Community Programs Navigator is a bilingual professional (English/Spanish) trained to empower, engage, organize, and support community members who need assistance with navigating health insurance, SNAP, and other resource programs. This role supports initiatives such as New Eyes, Connect for Health, Colorado Connect, and other programs that address the social determinants of health. The Navigator’s goal is to raise awareness of available resources and eliminate barriers to support and services in San Miguel, West End Montrose, and Ouray,1 Counties by collaborating with community partners and stakeholders.

**Duties and Responsibilities:**

*This role may include the following responsibilities and other duties as assigned.*

**Enrollment and Client Support:**

1. **Outreach & Engagement:**
  - Conduct outreach throughout the service area to connect with the target population.
  - Identify service gaps and develop solutions to address these needs.
2. **Resource Connection:**
  - Connect multicultural and underserved community members to resources that promote well-being, self-sufficiency, health, social engagement, and civic participation.
3. **Cross-Referral Collaboration:**
  - Develop and maintain relationships with schools, county social services agencies, community and faith-based organizations, and other partners to ensure access to holistic, inclusive, and culturally appropriate services.
4. **Client Empowerment:**
  - Provide support and coaching to empower clients to become effective self-advocates.
  - Meet with clients in various settings—such as medical offices, hospitals, specialists’ offices, or their homes—to provide tailored support.
  - Partner with clients to develop personalized plans that reflect their goals and connect them to appropriate resources.
5. **Program Support:**
  - Assist with program support and outreach initiatives that advance health equity.
6. **Enrollment/Entitlement Assistance:**
  - Complete the State of Colorado training to become a Certified Application Assistor and Health Coverage Guide, including any required continuing education.
  - Provide education, application, and follow-up assistance regarding SNAP, Medicaid, CHP+, and marketplace insurance benefits in a culturally and linguistically appropriate manner.
  - Process Vision program applications.



7. **Problem Resolution:**
  - Identify obstacles to treatment and collaborate with stakeholders to develop effective solutions.
8. **Trauma-Informed Practice:**
  - Maintain a trauma-informed environment that promotes overall well-being.
9. **Additional Duties:**
  - Perform other related duties as required to ensure the success of TCHNetwork.

### **Education and Experience Required:**

1. A minimum of two years of direct experience in case management or client care coordination.
2. Experience working with field teams or achieving goals remotely.
3. Strong presentation and communication skills in both English and Spanish.
4. Experience and comfort working with diverse communities from various socioeconomic backgrounds, with strong cultural competence (including awareness of race, gender, class, sexuality, ability, etc.).
5. A demonstrated commitment to equity and social justice, with the ability to critically analyze how external systems impact communities and individuals affected by mental illness.
6. Proficiency with computers and related software (e.g., MS Word, MS Excel, Outlook, OneDrive, or a similar shared file system).

### **Preferred Qualifications:**

1. A four-year college degree.
2. Advanced presentation and communication skills in English and Spanish.
3. Familiarity with or ability to learn trauma-informed principles and practices.
4. Knowledge of community resources.
5. Ability to recognize and assess crisis situations and intervene appropriately.
6. Willingness to participate in additional training (e.g., Mental Health First Aid, safeTALK, Motivational Interviewing, Core Competencies for Peer Workers, Privacy Act, etc.).
7. A thorough understanding of HIPAA, confidentiality, and personal boundaries.
8. Working knowledge of Trauma-Informed Care.
9. An energetic, positive, and creative attitude.

### **Personal Attributes:**

1. Ability to relate to individuals from varied ethnic and cultural backgrounds, ages, and economic circumstances.
2. A trusted community member capable of forging new and lasting connections.
3. Commitment to maintaining client confidentiality.
4. Ability to thrive in a fast-paced environment and remain calm under pressure.
5. Excellent time management skills and the ability to work independently.
6. A strong work ethic, self-motivation, and a collaborative style.
7. A change-agent mentality with flexible thinking and the ability to adapt quickly.



8. Strong foresight and the ability to anticipate and plan for future events.
9. Excellent critical thinking and problem-solving skills.
10. Ability to receive and implement constructive feedback.
11. A strong understanding of health equity and experience addressing social determinants of health.

**Other Requirements:**

- Regular local and regional travel is required.
- Must have reliable transportation and be comfortable traveling in inclement weather.
- A valid driver's license and car insurance are required.
- Ability to work a flexible schedule, including evenings and weekends.
- Must be able to lift 50+ pounds.

**Location:**

Hybrid Position: Serving San Miguel, West End Montrose, and Ouray County. Home Base Telluride Office with a minimum of two office days each week with the majority of the time spent in the Telluride office

**Compensation and Benefits:**

Starting salary range is \$24.00 - \$27.00 per hour, depending on experience.

- 104 hours of vacation, 12 paid holidays, and up to 48 hours of sick leave annually.
- 100% employer-paid medical and dental insurance after 90 days.
- 3.5% 401k contribution match.
- Flexible Spending Account after 90 days, Employee Referral Program, Mental Health Wellness Program, and Professional Development Opportunities.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_