



MDC Position Description

Program Associate

Program Overview

MDC is member of a statewide nonprofit consortium that received federal funding to conduct outreach and enrollment for the Affordable Care Act (ACA), with a focus on underserved populations. During this Open Enrollment Period, MDC seeks to retain the services of an individual to serve as federally-trained Navigator for approximately four months that includes the Open Enrollment V period (November 1, 2017 to December 15, 2017), additional Special Enrollment Opportunities, and ongoing health insurance literacy efforts. The position is contractual and offers the equivalent of full-time hours (40 hrs/week), with weekend availability a necessity (Saturdays only)

Organizational Overview

For nearly 50 years, MDC has been clearing the pathways that lead to opportunity by working with foundations, nonprofits, communities, and business leaders to connect disadvantaged people with education, employment and economic security. MDC has three full years of experience conducting outreach and enrollment activities as part of the ACA.

Position Description

As a Navigator at MDC, an individual will:

- Complete roughly 30-40 hours of online training with tests for more than a dozen learning modules
- Offer enrollment assistance to all community members in a manner that meets their cultural and linguistic needs (MDC does have access to a translation line)
- Exhibit high-quality customer service, including empathy and strong listening skills
- Assist individuals seeking health insurance in completing applications on the Federally-facilitated Healthcare Marketplace (Healthcare.gov) or the state's Medicaid online application service ePASS.
- Facilitate plan selection based on the needs of the individual/family and assess associated tax implications, premium and cost-sharing requirements
- Provide in-person and over-the-phone assistance to consumers with health insurance literacy matters
- Offer regular appointments on NC's centralized scheduling system (Get Covered Connector)
- Attend weekend outreach and enrollment events during the Open Enrollment Period (most dates are already locked-in)

Desired Qualifications

- Excellent command of computers, online training, internet navigation, word processing, data entry, and spreadsheets
- Experience working with low-income populations in a direct-service capacity
- Ability to demonstrate dependability, a positive attitude, self-motivation, and patience
- A current, valid driver's license and access to reliable transportation
- Associate's degree or more required.

- Bilingual in Spanish is preferred
- Commitment to providing high-quality customer service
- Experience with oral presentations to community groups or the general public
- Previous experience as a federal health insurance Navigator, Certified Application Counselor or volunteer for the Affordable Care Act enrollment and/or outreach or similar program-related experience is preferred

Background check

Prior to receiving an official offer letter a candidate must agree to, and pass a criminal background check for compliance with the organization's federal funding.

Benefits

N/A

Level of language proficiency

Spanish speaker (not required but ideal)

Professional level

Entry level

Minimum education required

2-year degree

How to apply

Please send a brief cover letter and resume for consideration to sedmonds@mdcinc.org with "Navigator OE5 Position" in the subject line. NO PHONE CALLS, PLEASE.