



JOB DESCRIPTION

Title: Healthcare Navigator
Reports to: Wellness Program Manager
Department: Dental and Wellness
FLSA Status: Non-Exempt; Full-Time
***This position does not have remote capabilities**

The Healthcare Navigator position focuses on reducing barriers to care by helping clients navigate healthcare and support systems, coordinating supportive services, providing transportation assistance, and facilitating connections to medical, behavioral health, social service, and community resources. The Healthcare Navigator does not provide direct medical treatment but supports clients in accessing timely and coordinated care. This position will require effective communication and coordination of services with Morton Plant LPN's, ARNP, Medical Specialists, Benefit Specialists, HEP Dental Clinic, Case Managers, and community partners.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assist with client intake assessments and enrollment activities, including providing coverage during the absence of the Medical Specialist.
- Establish and maintain effective communication and coordination with clients, HEP staff, healthcare providers, and community partners to support comprehensive service delivery.
- Develop and maintain supportive working relationships with clients to encourage engagement, address challenges, and assist in navigating healthcare and support systems.
- Maintain current knowledge of available community resources, eligibility requirements, and processes for accessing needed services and supports.
- Develop, implement, and review wellness/service care plans to address client needs, monitor progress toward established goals, and support positive health outcomes.
- Recruit, enroll, and engage eligible clients in wellness programs, health education initiatives, and community partner services to support health improvement and self-management.

- Coordinate referrals and assist clients with scheduling appointments for medical, behavioral health, social service, and community-based services as needed.
- Schedule and confirm appointments, coordinate transportation assistance as needed, and provide reminders to support successful engagement with services.
- Monitor client progress and communicate significant changes, unmet needs, barriers, or concerns to appropriate members of the care team.
- Enter, maintain, and update client information in HEP Express ensuring accuracy, completeness, and compliance with documentation requirements.
- Knowledge of client confidentiality, HIPAA requirements, and appropriate handling of protected health information.
- Prepare timely program reports as requested.
- Travel to partner sites, residential locations, outreach events, trainings, and community meetings as needed to provide services and support program activities.
- Perform other duties as assigned by the Wellness Program Manager or VP of Clinical Services.

EDUCATION, KNOWLEDGE AND SKILLS

- Associate's degree in healthcare, social services, human services, public health, behavioral health, nursing, psychology, or related field. Bachelor's degree preferred.
- Relevant combination of education, training, and experience working with individuals experiencing homelessness, low-income populations, or other underserved communities may be considered in lieu of a degree.
- At least one year of experience in case management, care coordination, or public/community health.
- Ability to work effectively with individuals experiencing homelessness, mental health challenges, substance use disorders, and other complex barriers to care.
- Sensitivity to the cultural diversity of clients and the ability to work effectively with individuals from diverse racial, ethnic, and socioeconomic backgrounds.
- Experience with health insurance navigation, benefits enrollment, or advocacy preferred.
- Knowledge of community resources, eligibility requirements, and referral processes available to individuals experiencing homelessness, Asset Limited, Income Constrained, Employed (ALICE) households, and other underserved populations.
- Proficiency in Microsoft Office 365.
- Strong interpersonal and relationship-building skills with the ability to establish trust with clients from diverse backgrounds.

- Excellent verbal and written communication skills.
- Strong active listening, interviewing, and client engagement skills.
- Ability to advocate for clients while maintaining appropriate professional boundaries.
- Strong organizational and time-management skills with the ability to manage multiple clients, referrals, appointments, and follow-up activities.
- Ability to coordinate services among clients, healthcare providers, HEP staff, and community partners.
- Strong problem-solving and critical thinking skills.
- Ability to identify barriers to care and work collaboratively with clients to develop practical solutions.
- Bilingual in Spanish preferred but not required.
- Ability to work independently as well as collaboratively within a team environment.
- Ability to adapt to changing priorities and work effectively in a fast-paced environment serving clients with complex needs.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- The physical environment requires the employee to work both inside and outside in heat, wet/humid, dry/arid conditions.
- Ability to sit, stand, walk, bend, reach, and stoop, and occasionally lift and carry up to 35 pounds.
- Walking and standing on uneven surfaces while on different campus buildings.
- Valid Florida driver's license and acceptable driving record required.
- Must be able to successfully pass Level 1 and Level 2 background checks, drug screening and DOT Physical.

The above declarations are not intended to be an "all-inclusive" list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job and be a reasonable representation of its activities.

HEP is a Drug Free Workplace and Equal Opportunity Employer. HEP does not discriminate against any class of protected persons covered by applicable law in its hiring and/or advancement opportunities. HEP encourages people of all minority statuses to apply.