



## JOB DESCRIPTION

**Job Title:** Income Support Navigator  
**Reports To:** Benefits and Health Services Program Coordinator  
**Classification:** Full Time - Non-Exempt  
**Schedule:** Monday through Friday 8am-5pm  
(Some weekends and evenings as needed)  
**Date Released:** June 2018

### Summary:

The Income Support Navigator shall provide information to help clients increase their knowledge of healthy food choices, awareness of healthy shopping strategies and intention to positively change nutrition and physical activity. The Income Support Navigator will assist eligible applicants to enroll in the federal Supplemental Nutrition Assistance Program (SNAP), and link them to benefits available in the community. The Income Support Navigator is responsible for identifying and connecting clients to appropriate services and monitoring clients' progress. The Income Support Navigator will also help determine applicants' eligibility for health services and assist them with the enrollment process in the Affordable Care Act (ACA) Marketplace and/or access to low or no cost primary health care services, Medicaid, Medicare and other public benefits available to them in the community.

### Essential Duties:

1. Interview clients to assess needs for benefits available in Broward and Dade County
2. Assist clients in completing applications and determining program eligibility and coverage according to regulations, and facilitate documentation and paperwork towards those goals
3. Ensure that clients receive information about nutrition to increase their knowledge of healthy food choices and awareness of healthy shopping strategies.
4. Conduct weekly nutrition workshops and cooking demonstrations.
5. Schedule, follow-up, prepare paperwork related to setting appointments and provide services to clients seeking assistance
6. Serve as client advocate, seeking to protect client rights, especially privacy and confidentiality rights
7. Facilitate healthcare enrollment services by conducting thorough screening to determine applicants' eligibility and assisting them with education and navigation in the Health Insurance Marketplace
8. Participate in all program-related activities, including training sessions, community outreach, workshops, grocery stores tours and SNAP enrollment.
9. Assist clients in identifying and obtaining basic services needed for independent living; identify and make referrals to a variety of public and community agencies providing food, shelter, clothing, medical, and other services
10. Coordinate and assist in the program development activities to ensure that contractual obligations are fulfilled and outcomes are met
11. Represent the agency in meetings as required by contract and requested by the Program Coordinator and the Program Manager

12. Ability to independently travel to outreach activities in Broward and Miami Dade locations for services related to the program
13. Organize, present and distribute flyers, literature and necessary materials to disseminate information about the programs both in Spanish and English

**Grant Requirements/Record-Keeping**

14. Responsible for keeping daily logs for services provided to clients and the community
15. Responsible for meeting monthly goals
16. Ability to work with a team dedicated to the execution of the program activities
17. Serve as a communication facilitator between Hispanic Unity of Florida and other agencies/funders in the community

**Miscellaneous**

18. Be available to work flexible hours, sometimes weekends, in order to meet the program expectations
19. Perform other related duties, as requested by Program Coordinator and Program Manager

**Qualifications:**

The ideal candidate will have a Bachelor’s Degree in Health and Human Services with one year of experience, or a High School Diploma and five of experience in social work. Person must be energetic and creative with bilingual written and verbal communication skills (English and Spanish)

Knowledge of ACCESS Florida system and the Department of Children’s and Families (DCF) is preferred.

**Additional Requirements:**

1. Possession of a valid Florida Driver’s License and car insurance is required.
2. Independent travel is required.

*Hispanic Unity of Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

I have read my job description and understand my responsibilities.

Employee Name, Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor’s Name and Title \_\_\_\_\_

Supervisor’s Signature \_\_\_\_\_ Date \_\_\_\_\_

“This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.