

<b>Job Title</b>	<b>Community Resource Navigator (CMS) – Part-time</b>
<b>Employer/ Agency</b>	Houston Food Bank
<b>Job Description</b>	<p><b>**This position is a grant funded role through the end of August 2025**</b></p> <p><b>POSITION SUMMARY:</b> The Community Resource Navigator (Healthcare Enrollment) is responsible for providing education about the Exchange (Health Insurance Marketplace), including but not limited to eligibility, enrollment, and program specifics related to the Marketplace. This position will also provide state public benefits assistance and referrals to clients across the Houston Food Bank's (HFB) 18-county service area by traveling to social service agencies, Houston Food Bank sites, and community events, as well as over the phone and virtually. These benefits include SNAP (Supplemental Nutrition Assistance Program), Medicaid, CHIP (Children's Health Insurance Program), and TANF (Temporary Assistance for Needy Families). The Community Resource Navigator will be responsible for assessing applications, handling client documentation, collecting information, entering data, and providing great customer service. This position will work closely with HFB's community partners and other service agencies.</p> <p>Adhere to PACT values. (Purpose: Using our strengths passionately to contribute to our mission. Accountability: Choosing to rise above one's circumstances and demonstrating ownership to achieve results. See It. Own It. Solve It. Do It. Courage: Standing up for what's right and acting. Transparency: Doing things openly and honestly).</p> <p><b>ESSENTIAL JOB FUNCTIONS:</b></p> <ol style="list-style-type: none"> <li>1. Reliable and consistent attendance is a requirement. This position requires punctuality and dependable attendance to meet the needs of the business, including attending and taking part in meetings, events, and presentations.</li> <li>2. Conducts public education activities to raise awareness about the Exchange.</li> <li>3. Provides information and services in a fair, accurate, and impartial manner. This information must acknowledge other health programs (i.e. Medicaid and Children's Health Insurance Program (CHIP)).</li> <li>4. Facilitates selection of a Qualified Health Plan.</li> <li>5. Provides referrals to any applicable office of health insurance consumer assistance or health insurance ombudsman established under Section 2793 of the Public Health Service Act, or any other appropriate state agency or agencies, for any enrollee with a grievance, complaint, or question regarding their health plan, coverage, or a determination under such plan or coverage.</li> <li>6. Provides information in a manner that is culturally and linguistically appropriate to the needs of the population being served by the Exchange, including individuals with limited English proficiency, and ensure accessibility and usability of Navigator tools, such as fact sheets, and functions for individuals with disabilities in accordance with the Americans with Disabilities Act and Section 504 of the Rehabilitation</li> </ol>

- Act.
7. Provides application assistance to clients for public state benefit programs via the Texas Health and Human Services Commission (HHSC) online application (Self Service Portal) or paper application(s) at Field Sites.
  8. Ensures HIPAA compliance by safeguarding clients' information.
  9. Accurately enters client data, and collects, verifies, and scans appropriate documents into the eligibility database according to Eligibility Policies and Procedures.
  10. Assists clients in gathering all required documentation, if necessary; and provides guidance on additional documentation that may be requested of the clients.
  11. Complies with departmental, HFB, Feeding Texas, State of Texas-HHSC reports and timelines.
  12. Meets all contractual requirements and deliverables per the State Plan.
  13. Informs and educates clients on program benefits via different approved communication methods (i.e. in person, over the phone, virtually, or through mail).
  14. Submits timely and accurate daily client information on required reporting platforms.
  15. Responsible for the security of all issued equipment and supplies; including, but not limited to laptops, cellular phones, portable scanners, etc.
  16. Complies with and meets departmental goals and objectives.
  17. Attends meetings, presentations, training, and activities as required and on time.
  18. Develops and posts/distributes, with permission, educational materials to community based organizations (CBOs), social services agencies, and partner agencies including HFB.
  19. Increase awareness to the local community through education regarding program and policy requirements.
  20. Connects clients to the referral partner program.
  21. Assists with training new staff through observation and daily process review.
  22. Drives and operates a SNAP vehicle for outreach events.
  23. Support with disaster recovery duties, as needed (i.e., natural disaster).

**SUPERVISORY RESPONSIBILITIES:**

This position has no supervisory responsibilities.

**Requirements**

**QUALIFICATIONS:**

**Education/Experience:**

- High School Diploma from an accredited school or general education development (GED) certificate, plus 2 years of related case management services to clients.
- In lieu of experience, a Bachelors degree from an accredited four-year college or university in a closely related field (i.e. Social Work, Social Sciences) required.
- Community Health Worker (CHW) certification preferred
- Experience in a social service agency preferred
- Bi-lingual English/Spanish preferred

**Certificates, Licenses, and Registrations:**

Must have reliable transportation, a valid driver's license, and insurance.

**Special Knowledge/Skills/Abilities:**

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability needed. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions. (For best performance, the job holder in this position would be expected to show the right knowledge, skills, and abilities in the listed areas.)

- Ability to pass a background check administered by the Houston Food Bank and HHSC
- Proficient in Microsoft Office Suite, including but not limited to Excel, Word, PowerPoint, and Outlook.
- Ability to learn new software systems
- Must be able to perform basic mathematical functions such as addition and multiplication
- Excellent verbal and written communication skills
- Ability to communicate complex information clearly
- Ability to understand and follow directions and complete complex state benefits applications
- Strong ethical character
- Ability to work with a diverse population, including the public
- Strong customer service skills and willingness to assist others
- Able to work cooperatively and coordinate well with coworkers and other departments
- Strong time-management skills, self-starter, self-motivated
- Strong problem-solving abilities
- Strong organizational skills
- Ability to work on and adapt to multiple projects with attention to detail and accuracy while adhering to deadlines in a high-energy, fast-paced environment
- Ability to work independently with minimum supervision
- Ability to adapt to change

**COMPLIANCE:**

Carries out responsibilities in accordance with HFB, Feeding Texas, and Health Human Service Commission (HHSC).

In compliance with CMS requirements, employees in this role cannot be a health insurance issuer or issuer of stop loss insurance, a subsidiary of a health insurance issuer or issuer of stop loss insurance, an association that includes members of, or lobbies on behalf of, the insurance industry; and cannot receive any consideration directly or indirectly from any health insurance issuer or issuer of stop loss insurance in connection with the enrollment of any individuals or employees in a QHP or non-QHP.

**REASONING ABILITY:**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations. To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability needed. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions. (For best performance, the jobholder in this position would be expected to show the right knowledge, skills, and abilities in the listed areas.)

**COMPETENCIES:**

Action-Oriented / Customer Focus / Drives for Results / Priority Setting / Managerial Courage / Interpersonal Savvy / Creativity / Standing Alone / Time

Management / Decision Quality / Self-development / Patience

**PHYSICAL REQUIREMENTS:**

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. While performing the duties of the job, the employee is required daily to analyze and interpret data, communicate, and remain in a standing or stationary position for a significant amount of the workday; and often access, input, and retrieve information from the computer and other office productivity devices. The employee must regularly move about the office and around the facility, use hands, wrists, and fingers to grip, type, and write. The employee must frequently lift 40 pounds. The employee may occasionally drive a SNAP vehicle. The employee will need to have the average ability to hear horns, warnings, and alerts associated with a warehouse. The employee must frequently travel to other sites for business.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job. While the job is generally performed in an enclosed office environment, the employee is occasionally exposed to wet and/or humid conditions, strong food-related smells, and outside weather conditions. The noise level in the office environment is typically quiet, but the employee will be exposed to loud/elevated noises throughout the workday at different agencies.

**TRAVEL REQUIRED:**

Travel is required for this position (up to 75% of the time and on a domestic basis within our 18-county service area).

This role supports hours of operations at the Houston Food Bank facilities, as necessary, and may require flexibility (e.g., times of disaster, community events, company events).

\*Is legally able to work in the United States.

**Qualifications**

**Salary/Hours**

Must be able to work 20 hours per week.

**Address**

535 Portwall St.

**City, State, Zip**

Houston, TX 77029

**Contact Person**

Alesia Sosa – Talent Acquisition Manager

**Telephone Number**

832-369-9254

**Fax Number**

**Email Address**

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<b>Application Method</b>	Please apply directly on our careers site: <a href="https://recruiting.paylocity.com/Recruiting/Jobs/Details/3169876">https://recruiting.paylocity.com/Recruiting/Jobs/Details/3169876</a>
<b>Opening Date</b>	Immediately

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at [mswjobs@central.uh.edu](mailto:mswjobs@central.uh.edu) with the hiring details of your new job opportunity. Thank you.

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