



Employment Opportunity
Full-Time Navigator/Application Counselor (Bilingual)

New Jersey Citizen Action Education Fund, NJCAEF, is a nonprofit 501(c)(3) organization that works to empower low- and moderate income people through research, education and training on public policy issues important to working families and seniors. NJCAEF has a long history of fighting for reforms that improve health care coverage and health care quality for all consumers in the state.

Position Summary: NJCAEF is hiring a Full-Time Navigator/Application Counselor. Working under the Director of ACA Enrollment, this person will help in increasing access to affordable healthcare options (Affordable Care Act) through application and enrollment assistance for people who may be eligible for affordable health insurance through the state marketplace and NJ Family Care. The Navigator/Application Counselor will assist consumers' one-on-one in applying for healthcare coverage, conduct community and grassroots outreach and education, in coordination with local community organizations. This person will also assist in facilitating workshops/webinars to inform the public on different health related topics. The role will require to pass the Navigator certification and work a hybrid schedule. In-person training will be required.

Essential Responsibilities:

- Complete state CAC training courses and pass certification exam. Comply with all continuing education and recertification requirements
- Provide courteous, professional and confidential assistance to all consumers seeking health benefits
- Follow up and maintain a relationship with consumers
- Accurately complete data collection and enrollment process
- Handle sensitive and personal information with an understanding and respect for client confidentiality
- Organize outreach and education events to help drive enrollment of underserved uninsured populations into ACA coverage
- Collaborate with community partners and organizations to reach target and at-risk populations
- Conduct marketing and outreach within targeted neighborhoods about health insurance options
- Submit accurate and timely weekly/monthly reports
- Traveling will be required in-state
- Other duties assigned

Knowledge and Abilities:

- Excellent oral and written communication skills
- Ability to be self-directed, develop and maintain priorities and conduct multiple tasks in a given timeframe
- Ability to efficiently schedule clients
- Exceptional time management and planning expertise
- Excellent computer skills; including familiarity with Zoom, Word, Excel, PowerPoint and the ability to browse the Web comfortably; experience with BlueJeans and database software a plus;)
- Excellent organizational skills and attention to detail;
- Exceptional active listening skills

- Knowledge on Health Insurance providers preferred.
- Knowledge on The State Market Place and NJ Family Care preferred

Required Education and Experience:

- Bilingual in English and Spanish
- Associates degree at minimum
- Minimum of five years' experience in providing excellent customer service
- Experience working with low- and moderate-income individuals and communities
- Demonstrated ability to work independently and in a team environment
- Experience working in a data-driven environment and a proven track record of achieving performance targets is preferred
- Experience working with nonprofit organizations, community groups and/or government programs strongly preferred;
- Access to reliable internet
- Access to a vehicle and valid NJ driver's license and insurance required
- Full COVID-19 vaccination required

Hours: Full Time/Contract (one Saturday a month and one evening a week required)

Locations: Middlesex, Passaic, Union, and Essex Counties

Compensation: Commensurate with experience. Attractive benefits package.

Office Location: Newark, NJ

Salary: \$47,000.00 per year

Staff is currently working a hybrid schedule

Email cover letter and resume to:

Gabrielle Escribano, Director of ACA Enrollment

Email: gabrielle@njcitizenaction.org

Visit our website www.njcitizenaction.org

NJCAEF is an Equal Opportunity Employer – Women and people of color are encouraged to apply!