



# Southern Tier Independence Center

## *Access your world.*

Position Title	Director of Health Enrollment Programs	HR USE ONLY	
Date Issued		Hour Per Week/ Status	40 hours/week, Full-Time
Date Revised	September 2025	Hourly Rate	\$27.00/hour
Reports to	Director of Programs and Operations	FSLA Status	Non- Exempt
Department	Navigator	Location	Broome County

### Summary

The Director of Health Enrollment at STIC oversees IPA/Navigator and ABD programs, ensuring compliance and promoting access to Medicaid, Child Health Plus, and NYSOH Marketplace plans. They manage staff, conduct training, analyze data, and foster community partnerships to enhance equitable access to health insurance for uninsured residents, including diverse populations, across multiple counties.

### Education and Experience

1. Bachelor's degree in health or human services field and 3 years of experience in program administration or an equivalent combination of education and experience.
2. Master's degree and 5 years of experience preferred.

### Knowledge, Skills, and Abilities

1. Strong commitment to the independent living philosophy, Person Centered Planning, consumer choice and integration of people with disabilities into all aspects of community life.
2. Knowledge of public health insurances such as Medicaid, and Child Health Plus, preferred.
3. Ability to effectively interact and work with individuals from diverse cultures and backgrounds.
4. Proficient in the use of all Microsoft Office applications (Excel, Word, Power Point).
5. Ability to communicate effectively, both verbally and in writing.
6. Demonstrate professional work habits including dependability, time management, independence and responsibility.
7. Knowledge of ethical and professional responsibilities and boundaries.
8. Excellent attention to detail and organizational skills.
9. Ability to multi-task and work effectively in both a team and individual setting.
10. Capacity to work in various settings, including home visits and community-based locations.
11. Valid Driver's License and reliable vehicle.

### Essential Job Functions

1. Direct and oversee STIC's IPA/Navigator and Aged, Blind and Disabled (ABD) Facilitated Enrollment Contracts in accordance with applicable rules, laws and regulations including developing and updating policies and procedures.
2. Provide training, oversight, and supervision to STIC's IPA/Navigator Program and Facilitated Enrollment staff, ensuring compliance with DOH, CSS (when applicable) and STIC requirements.
3. Ensure all STIC staff providing IPA/Navigator and/or ABD Facilitated Enrollment services are formally trained and certified in their roles as required by the respective contractor.

4. Attain and maintain a NYSOH Navigator certification, adhering to and practicing certification guidelines on an ongoing basis, including annual recertification training.
5. Develop and implement a strategic plan for reaching the uninsured residents in the grant area and providing them education and in-person enrollment assistance through the NYSOH Marketplace (Navigator) or utilizing the Access NY Health Care and Medicare Savings Program applications (ABD), if applicable.
6. Track both qualitative and quantitative data for Navigator and ABD programs for the purpose of reporting to NYSDOH (Navigator) and CSS (ABD) as well as performing data analysis for the purpose of program and productivity improvement.
7. Monitor the activities and performance of IPA/Navigator sub-contractors to ensure satisfactory productivity levels, quality service and compliance with DOH and STIC requirements.
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9. Provide ongoing development for STIC and subcontractor teams (if applicable) in subject areas that will enhance the quality of the service and productivity.
10. Stay abreast of changes and maintain expertise in the public health insurances and relevant guidelines. This includes NYSOH Marketplace insurances and MAGI and non-MAGI coverage through LDSS office.
11. Interface with the NYSDOH in order to assure a proper flow of pertinent information between the grant agency, subcontractors and the NYSDOH.
12. Interface with the Community Service Society of NY (CSS) in order to assure a proper flow of pertinent information between STIC and CSS.
13. Conduct public education activities to raise awareness about the availability of in-person enrollment assistance, including outreach to small businesses, agencies/organizations, etc.
14. Build relationships with community-based organizations to elicit referrals of uninsured members of the communities they serve.
15. Some travel within multiple county service area covered by STIC, as well as subcontractor counties and Albany as needed.
16. Comply with all STIC policies and procedures, as well as applicable state and federal laws and regulations related to (Department, contact/grant)
17. Collect and maintain all required statistical and other data and prepare reports within established timeframes.
18. Attend all mandatory agency and departmental trainings, meetings, and sign language class and advocacy groups.
19. Other related tasks as required and time permits.

#### **Physical Requirements/Working Conditions**

- Ability to sit/stand throughout day to accomplish job.
- Ability to reach above shoulder level.
- Ability to turn/twist upper body.
- Ability to enter data, notes, and other documentation into a computer.
- Must be able to travel throughout covered territories in Upstate NY as needed.
- Ability to use hand for repetitive action and fine manipulating for the purpose of keyboarding

*Reasonable accommodations may be made to the extent required under applicable law to enable individuals with disabilities to perform the essential functions of this position.*

*The statements herein are intended to describe the general nature and level of work being performed, but are not to be seen as a complete list of responsibilities, duties, skills, required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the direction of the employer.*

**I have read and understand the responsibilities outlined in this job description.**

Southern Tier Independence Center, Inc. is an equal opportunity employer. It is our policy to hire the best qualified applicant for the position, without regard to: gender; gender identity/expression; sexual orientation; disability; age; race; color; creed; national origin; pre-disposing genetic characteristics; military, familial, marital

or domestic violence survivor status; pregnancy or pregnancy-related conditions; criminal history; or any other protected class included in applicable local, state or federal laws.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_