



Southern Tier Independence Center

Access your world.

Position Title	In-Person Assistor/Navigator	HR USE ONLY	
Date Issued	August 2024	Hour Per Week/ Status	40 hours/week, Full-Time
Date Revised	January 2026	Hourly Rate	\$19.00/hour
Reports to	Director of Health Enrollment Programs	FSLA Status	Non- Exempt
Department	Navigator	Location	Broome County

Summary

The Navigator position at STIC helps individuals and families understand and access health insurance options. They assist clients in navigating the complex world of healthcare plans, ensuring they are informed about their choices and enroll in appropriate insurance coverage.

Education and Experience

1. Associates Degree in Health or Human Services field preferred
2. and 1 year of experience providing information or assistance to consumers or advocates on insurance or health care access issues.

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. Ability to effectively interact and work with individuals from diverse cultures and backgrounds.
3. Proficient in the use of all Microsoft Office applications (Excel, Word, Power Point).
4. Ability to communicate effectively, both verbally and in writing.
5. Demonstrate professional work habits including dependability, time management, independence and responsibility.
6. Knowledge of ethical and professional responsibilities and boundaries.
7. Excellent attention to detail and organizational skills.
8. Ability to multi-task and work effectively in both a team and individual setting.
9. Capacity to work in various settings, including home visits and community-based locations.
10. Valid Driver's License and reliable vehicle.

Essential Job Functions

1. Provide in-person assistance to individuals applying for health insurance coverage through the New York State of Health (NYSOH) marketplace at the time of initial application and at annual renewal.
2. Educate potential enrollees about the NYSOH and the types of insurance programs offered through the NYSOH.
3. Facilitate selection of a Qualified Health Plan in the NYSOH or when appropriate an Insurance Affordability Program.
4. Provide information and assistance to small businesses that provide health insurance to their employees through the SHOP marketplace.
5. Work a base Monday through Friday, normal business hours schedule with some flexibility required based upon program needs.
6. Some travel within local service area required.

7. Conduct public education activities to raise awareness about the NYSOH including outreach to small businesses.
8. Maintain an expertise in eligibility, enrollment and program specification for various insurance programs available through the NYSOH.
9. Provide information in a fair and impartial manner which is culturally and linguistically appropriate, and disability accessible, for populations served under the exchange, including those with limited English proficiency.
10. Assist potential enrollees with grievances, complaints or questions regarding their health coverage or a determination related to their coverage.
11. Attend training on the NYSOH and related topics as required by NYS DOH and STIC.
12. Develop and maintain cultural and community awareness of the population being served throughout STIC's service area. This includes understanding the unique needs and challenges of the population and communities within the service area.
13. Assist in forming and cultivating a network of community leaders and fellow professionals in order to spread awareness and availability of the navigator program and its services and generate subsequent referrals to the program.
14. Comply with all STIC policies and procedures, as well as applicable state and federal laws and regulations.
15. Collect and maintain all required statistical and other data and prepare reports within established timeframes.
16. Attend all mandatory agency and departmental trainings, meetings, and sign language class and advocacy groups.
17. Perform all other duties relevant to the position as requested.

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: _____