

MASSENA INDEPENDENT LIVING CENTER, INC.

Main Office
156 Center Street
Massena, NY 13662
(315) 764-9442 Phone & TDD
(315) 764-9464 Fax



Malone Outreach
41 Pearl Street
Malone, NY 12953
(518) 483-2151 Phone & TDD
(518) 483-7491 Fax

1 Full-Time (40hrs/wk) Positions:

In-Person Navigator *For the Health Insurance Exchange*

JOB DESCRIPTION

Massena Independent Living Center, Inc. (MILC) is an Independent Living Center that advocates for and assists people with disabilities in St. Lawrence and Franklin Counties. MILC's goal is to work with consumers to access the benefits and services necessary to live independently within the community. MILC actively engages consumers to advocate on their own behalf on issues important to them.

Health Exchange In-Person Assistor and Navigator

This is a NYS Department of Health grant funded program designed to assist individuals and small businesses in our community to enroll in the Health Benefit Exchange – an online web based insurance screening program. Serving the entirety of the Franklin County NY community – the goal is to reduce the number of the uninsured and under-insured. Training on the Health Exchange enrollment portal system will be provided by the NYS Department of Health before enrollment assistance can begin.

Successful candidates for this position will be outgoing, mission driven, professional, capable of meeting target measures, and knowledgeable about community resources in Franklin County.

DUTIES

1. Provide in-person assistance to those applying for health insurance coverage through the exchange;
2. Provide sufficient follow-up with applicants to process applications and liaison between the applicant and the exchange;
3. Offer information on the types of health insurance programs available through the Exchange;
4. Provide application assistance for private and public health insurance programs and tax credits and cost-sharing reductions; Medicaid, Child Health Plus, Essential Health Plans;
5. Refer consumers to other organizations for community resources;

6. Help or make referrals with grievances, complaints, or questions regarding health coverage or a determination related to coverage;
7. Supply information in a fair and impartial manner which is culturally and linguistically appropriate, and disability accessible, for those using the Exchange, including individuals with limited English proficiency;
8. Prepare regular reports;
9. Meet productivity and quality performance targets;
10. Conduct community outreach to potential enrollees, small businesses, and agency partners;
11. Represent MILC at Community Meetings and events;
12. Participate in ongoing educational activities, and actively seek out additional information on the Health Care Reform and related;
13. Other Duties as assigned by the Program Manager and Executive Director.

OTHER:

1. Use of your own vehicle is required
2. Day travel related to outreach activities required. Travel will be reimbursed.
3. Evening or weekend hours may be required to accommodate applicants or an outreach event
4. Personal experience with disability a plus
5. More than 1 language capability a plus
6. Excellent oral and written communication skills required
7. Data entry efficiency required
8. Ability to work independently as well as a team, ability to take initiative, ability to network required
9. Headquarters will be located at 3372 St. Rt. 11, Suite D, Malone NY 12953

QUALIFICATIONS:

1. Associate's and two (2) years experience providing health/social/human services related assistance to individuals and knowledge of community resources preferred OR
2. Other education levels will be considered in combination of health/social/human services related assistance to members of the community.

TECHNOLOGY REQUIREMENTS

1. Must use and understand computer equipment, printers, scanners, fax, telephone, internet, Microsoft Office Suite (Word, Excel, Publisher, Outlook), and other software as needed.

MILC employs without regard to race, color, religion, gender, age, sexual orientation, national origin or disability. We strongly encourage people of other minority status to apply.

MILC provides a generous Benefits package to employees.