



Foundation for
Healthy Communities
Partnering to improve health for all.

Position Description

Title: Director, New Hampshire Navigator

Reports to: Senior Director, New Hampshire Navigator

Job Summary: A Director of the New Hampshire Navigator program supports New Hampshire residents in obtaining affordable health insurance through the ACA Marketplace and New Hampshire Medicaid and CHIP. The ACA Marketplace Navigator will assist individuals and families in understanding, selecting, and enrolling in health insurance plans through the ACA marketplace. This role requires a thorough understanding of ACA regulations, a strong commitment to customer service, and the ability to communicate complex information clearly and empathetically.

FLSA Status: Full-time/Exempt/Salaried

Essential Duties and Responsibilities:

- The Director will support consumers in New Hampshire needing assistance enrolling in a Marketplace product, Medicaid, or CHIP.
- Work with primary care systems and their communities to target enrollment efforts to underserved populations.
- Establish and build strategic relationships with primary care organizations including Community Health Centers, hospital system primary care offices, primary care associations, state agencies, and other stakeholders.
- Partner with other community-based organizations on outreach efforts across the state.
- Conduct and participate in community events to build awareness about the Marketplace and Medicaid options.
- Provide technical assistance and support to partner organizations to assist with enrollment for their patients.
- Work with a team of other federally certified navigators to support enrollment with priority populations.
- The Director position is office based in Concord, but the Director will work out of partner organizations' offices as needed to work directly with consumers.
- Public speaking at community events, conferences, and media opportunities.

- Support Marketplace and Medicaid public promotion efforts with partners, beyond the key constituencies within Primary Care.

Required Skills/Abilities:

- Certification upon hire as ACA Navigator
- Expertise in health insurance, the ACA Marketplace, or NH Medicaid
- Experience in community engagement, education, and outreach
- Experience with patient/client navigation processes, tactics, and best practices
- Familiarity with primary care systems in New Hampshire
- Exceptional organization skills
- Strong customer service and communication skills
- Ability to work independently, while maintaining connections to a broader staff team
- A commitment to health equity

Education and Experience:

- Bachelor's degree in social work, public health, business administration, or related field preferred
- 2-5 years' experience in health care, insurance, or community engagement

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to drive a motor vehicle for frequent in-state travel.
- Occasional support of office environment could include lifting up to 20 pounds, ascending/descending ladders and moving equipment.
- Setting up/breaking down for community tabling events.

Travel Requirements:

- Frequent in-state travel is required, including occasional overnight trips. Out-of-state travel may be required several times a year for training. Travel to primary care organizations and community events is a standing expectation for the position.
- Valid driver's license

Disclaimer: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.

Location: The Director position is office based in Concord, NH, with hybrid work schedule options possible.

Starting Salary Range: \$75,000-\$85,000

Interested candidates may submit a cover letter, resume, and writing sample to Jackie Derosia at jderosia@nhha.org.