



Foundation for
Healthy Communities
Partnering to improve health for all.

Position Description

Title: Senior Director, New Hampshire Navigator

Reports to: Executive Director, Foundation for Healthy Communities

Job Summary: The Senior Director of the New Hampshire Navigator program leads a team of Navigators to support New Hampshire residents in obtaining affordable health insurance through the ACA Marketplace and New Hampshire Medicaid and CHIP. The Senior Director will assist individuals and families in understanding, selecting, and enrolling in health insurance plans through the ACA marketplace. This role requires strong management skills, a thorough understanding of ACA regulations, a 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 Senior Director will support consumers in New Hampshire needing assistance enrolling in a Marketplace product, Medicaid, or CHIP.
- Lead a team of Navigators and staff to implement the goals of the Navigator program.
- Serve as the Project Manager for the Navigator grant and manage all deliverables for CMS compliance.
- Maintain a portfolio of strategic partnerships with organizations identified as CMS Priority Populations. The specific set of Priority Populations will be determined by the skills and background of the candidate, but may include primary care, minority populations in New Hampshire, new Americans, populations of color, LGBTQ, pregnant people, new parents and their infant children, people with mental health or substance use disorders, low-income individuals and families, and other populations with disproportionately low health insurance coverage.
- 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.
- Lead a team of other federally certified navigators to support enrollment with priority populations.
- Public speaking at community events, conferences, and media opportunities.

- Support Marketplace and Medicaid strategic communication and marketing efforts across New Hampshire

Required Skills/Abilities:

- Certification upon hire as ACA Navigator
- Proven ability to lead and manage a team
- Financial management
- Expertise in health insurance, the ACA Marketplace, or NH Medicaid
- Experience in grants management
- Experience in community engagement, education, and outreach
- Experience with client navigation processes, tactics, and best practices
- Exceptional organization skills
- Bilingual preferred
- 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:

- Master's or Bachelor's degree in nonprofit management, social work, public health, business administration, or related field
- 10 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 Senior Director position is office based in Concord, NH, with hybrid work schedule options possible.

Starting Salary Range: \$85,000-\$95,000

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