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Health Care/Practical Support Navigator – Women’s Health

Maternal and Child Health Access (MCHA) seeks a Health Care Navigator for Enrollment, Retention and Utilization activities as well as Practical Support for abortion care, for women’s health and pregnant people’s health within the Practical Support and Health Navigation departments.

Maternal and Child Health Access

Maternal and Child Health Access (MCHA) is a non-profit social service and policy agency who through direct support, individual advocacy, policy change and healthcare workforce transformation, is building a California where women, pregnant people, and families are supported and everyone has the opportunity to be healthy We offer: a case management program for pregnant and parenting women; health education and support classes, including breastfeeding support; outreach for enrollment into health programs and referrals to health services; trouble-shooting for problems accessing health care or using health programs; and training and technical assistance to agencies on health programs and services available to low-income people. We conduct needed policy work in areas of access to care and health issue based on our experiences with low-income women and families.

Our work is both virtual and in-office/community as we navigate maintaining safe environments for our staff and the communities in which we live and work.

The position

The Health Care/Practical Support Navigator (“Navigator”) is a unique position and a new position for MCHA. The position is funded to support people trying to access abortion care who need help navigating the ever-changing abortion landscape. Because both California and Los Angeles are Safe Havens for abortion, the state has funded additional support in the form of funding for services to assure safe access to care. The navigator will help with health coverage and care, but also provide the “practical”, monetary and other supports available to this population. The navigator offers information and assistance with programs available to low and moderate-income residents of Los Angeles, such as Medi-Cal, Covered California, Medi-Cal Access Program, and My Health LA, and county-based subsidized health care programs and services. The position functions as both an educator about the health programs and an ombudsman to the client for problems which may occur in the system as the Enrollment Specialist assists the client to enroll or “troubleshoots” an existing application and follows up on whether or not the client was enrolled in the program. They may work with family members and

others supporting the client. They work with organizations to create a network of referrals and to make providers and others aware of the support available. They enter essential data. They will report to a Women's Health and Pregnancy Supervisor.

Qualifications

- Qualified as a Certified Application Assistor or Certified Enrollment Counselor with the State Department of Health Services and has taken MCHA's Core "We've Got You Covered" Training.
- At least one year of experience in women's reproductive health – clinical or programmatic
- At least one year of experience with enrollment, retention and troubleshooting of health care benefits programs for low-income people, familiarity with health care for working populations and with non-enrollment health care services for immigrant populations
- At least one year of experience in a case management program
- Responsible - able to work independently and with minimal supervision
- Attentive to detail and the confidential nature of the information that will be received
- Flexible with issues of space and working conditions and open to modifying job duties
- Able to work occasional overtime, including Friday evenings, to ensure client/patient access.
- Knowledge of Personal Computer systems to conduct data entry, find cases and use the computer system to manage tracking, reminders and other procedures. E-mail and Internet proficiency.
- **Spanish language a plus**
- Experience in a fast-paced work environment
- Able to handle multiple tasks simultaneously
- Car, valid CA driver's license and proof of insurance required
- Detail-oriented, extremely responsible, organized and able to prioritize work assignments
- Good writing, spelling and communication skills
- Interest in health care for low-income people

MCHA offers comprehensive benefits including medical, dental, vision, life insurance, 401k and generous paid time off. Paid Parking

Application deadline: Until filled.

Salary: \$55-60,000

Send resume to: Lisap@mchaccess.org or

Lisa Pepper, HR
Maternal and Child Health Access
350 S. Bixel St., Suite 150
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MCHA recognizes and affirms that all people are created equal and are entitled to all rights afforded by the Constitution of the United States. We are committed to addressing racial and ethnic inequalities and disparities. We seek to improve equality, diversity, and inclusion in recruitment, selection, and employment practices.