



Job Title: Case Manager, Healthcare Navigation

Reports To: Case Management Supervisor

Location: Fayetteville, AR

Type: Full-time, 35 hrs a week (This is a grant-funded position and is contingent upon funding)

Starting Compensation: \$23 an hour

General Purpose of Job

The Case Manager for Healthcare Navigation assists clients individually and in groups as they navigate healthcare access challenges, including Medicaid loss and other changes in insurance coverage, gaps in care, and barriers related to language or the complexity of the healthcare system. This position identifies appropriate healthcare resources, facilitates plans of action, and provides ongoing case management for an assigned caseload. The role supports coordination with local healthcare providers to ensure participants can access medical, dental, behavioral health, and wellness services. The Case Manager also connects clients with benefits and community resources to address additional social determinants of health needs.

Essential Functions

Maintain in-depth knowledge of healthcare access pathways, Medicaid changes, Marketplace options, and local safety-net clinics.

Develop and facilitate group workshops that educate refugee and immigrant participants about changes in healthcare eligibility, available care options, and ways to access services. Provide clear, culturally responsive information to help families understand how to obtain care during periods of insurance disruption.

Manage each case relative to intake, goals, assessments, plans of action, monitoring progress, customer service, conflict resolution, and communications.

Provide or coordinate transportation to ensure access to service delivery as needed

Maintain accurate and comprehensive client records and provide frequent reports; document case communications and actions, updating as needed with changes to household circumstances, obtaining additional verifications needed by policy.

Maintain professional communication with participants, providers and other stakeholders, compliant with confidentiality requirements related to clients, providers and the program in accordance with federal, state, local and department standards.

Provide community resources and information to support the needs of the participants or families; coordinate services with community partners to assist families in crisis (i.e. food, financial need, etc.).

Mediate or resolve complaints about program and/or services, and advise of proper procedure for resolution of grievances.

Accurately complete case notes and other reports needed to demonstrate program activity and outcomes.

Qualifications

Technical Qualifications:

High School Diploma required; Associates or Bachelor's Degree preferred

Minimum two years of experience working with youth or adults or families in a social service, counseling or coaching setting

One year experience with facilitation, training or teaching

Knowledge, Skills and Abilities:

Working knowledge of immigrant/refugee services preferred.

Knowledge of Medicaid and healthcare coverage systems, including Medicaid eligibility and renewal processes, marketplace and employer-based insurance options, and the complexities of federal and state public assistance programs.

Demonstrated empathy, compassion and ability to provide high quality customer service to culturally and socio-economically diverse clientele accessing program services.

Intermediate computer and data management skills; knowledge of computer software, especially Microsoft Word, Outlook and Excel.

Experience in the nonprofit sector is preferred.

Excellent written and verbal communication and listening skills. English proficiency required; functional fluency in a language commonly spoken by resettled populations (Kinyarwanda, Swahili, Dari, Pashto, Arabic, Spanish) is strongly preferred.

Knowledge of local and statewide family resources is preferred.

Flexibility to attend community events, providing outreach to parents and community partners.

Typical Physical/Mental Demands and Working Conditions:

Requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry and the use of office equipment and supplies.

Work is performed both indoors and in outdoors or ambient air temperature working conditions. Incumbent may stand or walk for extended periods.

Speaking, hearing, and understanding English are required.

Stooping; bending; twisting; and reaching; and lifting up to 40 lbs. may be required in completion of job duties.

The above elements are intended only to summarize the general nature of the job and are not intended to be an all-inclusive description of the job or list of duties. Specific duties and responsibilities may vary by position, and incumbents may be required to perform other duties in addition to those listed.