**Class Summary**

The responsibilities of this classification include promoting enrollment, educational, and informational programs for staff, clients, community groups, and professionals. Incumbents in this classification also provide enhanced technical assistance to current Navigators and healthcare brokers in King County.

**Distinguishing Characteristics**

This is the second level in a two-level classification series. It is distinguished from the Healthcare Navigator I in that incumbents in the Healthcare Navigator I classification primary function is to assist clients enrolling onto Washington Apple Health and Qualified Health Plans; as well as various Department of Social and Health Services (DSHS) programs.

This classification is distinguished from the Educator Consultant series in that incumbents in the Educator Consultant series develop and implement education and behavior-change programs.

**Examples of Duties**

*Incumbents in this classification perform the functions of Level I, and:*

1. Provide enhanced technical assistance to the current Healthcare Navigators and healthcare brokers in King County. Ensure the proper escalation of issues to the Exchange.
2. Determine outreach locations throughout King County to ensure residents are enrolled into various programs such as health insurance, ORCA Lift, Basic Food, and the Breast Cervical Colon Health Program.
3. Identify underserved populations and develop partnerships and strategies that will address the needs of each community.
4. Develop culturally appropriate outreach materials with the support of program staff and conduct community based trainings. Assist program staff with reviewing and translating materials.
5. Create and maintain the websites for outreach and enrollment programs. Organize community health fairs and enrollment events.
6. Perform other duties as assigned.

**Knowledge/Skills**

Knowledge of education and behavior-change programs

Knowledge of training and presentation techniques

Knowledge of practices related to Seattle/King County Department of Public Health and health promotion

Knowledge of public information techniques and methods

Interpersonal communications skills

Oral and written communications skills

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

**Education and Experience Requirements**

And/or any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

**Licensing, Certification and Other Requirements**

Navigator certification through Health Benefit Exchange

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required

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| **FLSA Designation** | Non-Exempt  |
| **Service Status** | Career Service  |
| **EEO Code** | 6 |
| **Levels within same series** | Navigator I, Navigator II |
| **Class History** | 01/2019 - Created |