



Job Description

Healthcare Navigator

Full-Time | Multiple Positions Available

Pay Scale: \$25/hr.-\$28/hr. DOE

Location: Onsite

ABOUT THE COALITION OF ORANGE COUNTY COMMUNITY HEALTH CENTERS (COALITION OC)

The Coalition of Orange County Community Health Centers (Coalition OC) is a membership organization of 21 independent 501 (c) 3 nonprofit organizations, including 20 Community Health Centers with 106 sites throughout Orange County. Today our member health centers include federally qualified health centers (FQHC) and FQHC Look-Alikes, Free Clinics, and Mobile clinics. Serving over 340,000 patients annually.

Coalition OC represents community health centers in the County, with the mission to unite health centers and partners amplifying their collective voice and strengthening their capacity to ensure every person has access to high quality care.

For 52 years, the Coalition OC has engaged in the work of building a healthier Orange County. We believe for our community to thrive, everyone must have equitable access to quality, affordable healthcare regardless of income, ethnicity, or immigration status.

POSITION DETAILS

Title: Healthcare Navigator

Reports To: Program Manager, Healthcare Operations

Employment Type: Full-Time | Multiple Positions Available

Service Area: Orange County

POSITION SUMMARY

The Healthcare Navigator plays a vital role in connecting individuals and families throughout Orange County to the health coverage and social services they need. Working at the intersection of community outreach and health access, this position guides consumers through the enrollment process for public supported programs including Covered California, Medi-Cal, CalFresh, and CalWORKs—ensuring that vulnerable populations receive the care and benefits to which they are entitled.

The Healthcare Navigator operates with a high degree of independence, conducting community outreach, generating enrollment leads, cultivating partnerships, and delivering culturally and linguistically appropriate services across diverse communities. This role requires flexibility, professionalism, and a genuine commitment to health equity and the underserved populations the Coalition serves.



PERFORMANCE DELIVERABLES

Healthcare Navigators are expected to meet or exceed the following minimum productivity standards:

DELIVERABLES	MINIMUM STANDARDS
Medi-Cal applications and renewals (combined)	25 per month
CalFresh applications	15–20 per month
Unduplicated individuals served (face-to-face)	1,000 annually (~84/month)
Covered California and other program deliverables	25 per month

(Deliverables may vary due to changing grant requirements and enrollment period goals)

KEY RESPONSIBILITIES

Enrollment & Consumer Services

- Guide consumers through eligibility screening, application completion, and enrollment or re-enrollment in Covered California, Medi-Cal, CalFresh, CalWORKs, and related programs.
- Assist consumers with gathering the required documentation, verify eligibility, and expedite approvals to support seamless enrollment outcomes.
- Actively generate leads and recruit new enrollees in alignment with program productivity standards.
- Maintain an up-to-date resource database of healthcare and enabling services, including eligibility requirements, availability, and referral pathways.
- Maintain accurate, timely, and complete documentation of all applications, renewals, outreach activities, appointments, and follow-up communications.
-

Outreach & Community Engagement

- Develop and execute outreach strategies to reach underserved individuals across Orange County.
- Represent the Coalition at community events, health fairs, and partner organizations, engaging community members in a culturally and linguistically appropriate manner.
- Deliver informative presentations to community groups and organizations regarding Covered California, Medi-Cal, and the services available through Coalition member health centers.
- Build and sustain relationships with community partners to support referral networks and expand the Coalition's reach.

Case Management & Consumer Support

- Conduct proactive follow-up with consumers to support successful enrollment completion, retention of coverage, and effective utilization of benefits.
- Deliver post-enrollment customer service, including follow-up communications to confirm coverage activation and support ongoing utilization of benefits.

Planning & Reporting

- Participate in planning meetings and contribute to the development of tactical outreach and enrollment strategies.
- Prepare accurate and timely program reports as required.



-
- Remain current on available community resources and provide appropriate referrals to consumers.
 - Perform other related duties as assigned.

JOB REQUIREMENTS

- Travel throughout Orange County is required; Placement at community-based sites (health clinics, unhoused shelters, regional centers, etc.) is possible and is determined by consumer and operational needs.
- Evening and weekend availability may be required to support outreach events, enrollment activities, and community engagement.
- Must maintain active certification and good standing with Covered California and BenefitsCal programs at all times.
- Must comply with all organizational policies, confidentiality standards, HIPAA requirements, and applicable state and federal regulations.

PROFESSIONAL EXPECTATIONS

- Demonstrate professionalism, accountability, and ethical conduct in all interactions with consumers, staff, partners, and community members.
- Exhibit reliability through consistent punctuality, attendance, preparedness, and completion of assigned responsibilities.
- Provide exceptional customer service, treating all individuals with respect, empathy, cultural sensitivity, and strict confidentiality.
- Communicate effectively and professionally, both verbally and in writing.
- Demonstrate adaptability in response to evolving program priorities, grant requirements, enrollment demands, and site assignments.
- Exercise initiative in problem-solving, outreach efforts, and identifying opportunities to improve enrollment outcomes.
- Collaborate effectively with internal teams, clinic partners, community organizations, and leadership.
- Manage time effectively across outreach activities, consumer appointments, administrative duties, and reporting responsibilities.
- Actively participate in staff meetings, trainings, outreach events, and professional development opportunities.

REQUIRED QUALIFICATIONS



- Active certification with Covered California and BenefitsCal; must meet all State of California Certified Enrollment Counselor requirements and maintain good standing. If not certified, must obtain certification within 30-60 days of employment.
- Demonstrate knowledge of eligibility requirements and application processes for health insurance programs in Orange County.
- Strong verbal and written communication skills.
- Ability to sit or stand for extended periods, work at a computer screen, and carry up to 15 lbs. of materials (including laptop, scanner, and secure documents).
- Bilingual preferred: English/Spanish or English/Vietnamese.

EDUCATION & EXPERIENCE

- High School Diploma and a minimum of two years of related experience, or an equivalent combination of education and experience.
- Prior experience working with underserved or medically vulnerable populations required.
- Experience of working in a community clinic, community health, or community-based organization setting is strongly preferred.
- Proficiency in PC and Microsoft 365 Environment (Office Suite -Word, Excel, etc.) is required.
- Valid California driver's license and reliable transportation with minimum required insurance coverage.
- TB Clearance is required. Placement in healthcare or related facilities is possible.

COMPENSATION AND BENEFITS

The Coalition of Orange County Community Health Centers offers group health, dental, vision, accident and life insurance. The Coalition pays 100% of employee's health and dental insurance premium prorated by the hours worked. Spouse and dependent coverage are available at group rates and paid by the employee. Employees are offered a paid vacation and a generous holiday schedule. In addition, eligible employees may participate in a 401(k) program with an employer match.

HOW TO APPLY

Interested applicants are invited to submit a resume and cover letter to:

Stephanie Hernandez

Program Manager, Healthcare Operations

Coalition of Orange County Community Health Centers

shernandez@coalitionoc.org

The Coalition of Orange County Community Health Centers is an Equal Opportunity Employer. We are committed to a diverse and inclusive workplace and encourage applications from individuals of all backgrounds.