



Family Navigator - Job Description **Family Voices Colorado**

Mission

Family Voices Colorado is a 501c3 non-for-profit which strives to make Colorado a better place for children with special health care needs.

- Family Voices CO provides public awareness of the challenges and barriers of children and youth with special health care needs and their families
- Family Voices CO works to improve health equity, access and quality of care for children and youth with special health care needs, through: Policy Work, Education/Training, and Collaboration
- Family Voices CO assists vulnerable families in Colorado to navigate today's complex healthcare and service systems, understanding their rights and services available to them

Position Description

\$21-25 per hour, commensurate with experience. Part time, 20-30 hours per week.

The Family Navigator, a hybrid position in Colorado, will work to assist families with children and youth with special healthcare needs within Colorado by providing direct assistance and education to families; working within the systems to advocate for the needs of families; working to develop and change policies as needed within the local, state, and national systems; and working with legislators to advocate for the needs of their constituents with children and youth with special healthcare needs. Training and mentoring in the above tasks will be provided as needed. The Executive Director and Family Navigator Team will meet on a regular basis.

Primary Responsibilities

The Family Navigator will work with the FVCO team to support the needs of children and youth with special healthcare needs.

Duties will include:

- Educating and providing resources to families who reach out to FVCO for assistance
- Document all assistance provided in database system
- Maintain HIPAA compliance
- Sit on state and local committees to provide a voice for children and youth with special healthcare needs
- Collaborate with other organizations serving children and youth with special healthcare needs
- Create and update education materials for consumers on Medicaid systems, CCBs, IDD, and other needed resources as questions arise
- Initiate marketing and outreach efforts, create outreach materials and be available for presentations or tabling events
- Support fundraising, grant reporting, outreach to potential sponsors, and provide client stories for funding appeals
- Work with the FVCO team on legislative, policy, and advocacy needs
- Attend committee meetings and internal FVCO meetings as needed

Qualifications

- Excellent communications and interpersonal skills
- Experience working with diverse populations
- Knowledge of Medicaid, Medicaid waivers, private health insurance policies, SSI, and other relevant services for children and youth with special healthcare needs (additional training will be provided as needed)
- Understanding of organizations that serve children and youth with special healthcare needs such as RAEs, CMAs, DHS, SSA, and HCPF.
- Critical thinking skills to assist consumers to navigate complex systems to access services
- Ability and willingness to advocate on behalf of clients
- Well-organized and detail-oriented
- Works well independently and as part of a team
- Experience with database systems and reporting (Vertical Change and/or Salesforce)
- Experience with Google Suite and Zoom

Preferred but not required

- Bachelor's Degree
- 2 years of advocacy experience
- Parent of a child, youth, or adult with special health care needs
- Multilingual
- Knowledge of the Health Insurance Privacy and Accountability Act (HIPAA)-related policies and procedures

Equal Employment Opportunity/Affirmative Action

Family Voices Colorado (FVCO) is an equal employment opportunity employer that actively seeks to encourage diversity in our workplace and works to promote equity in health care. FVCO does not discriminate against employees or job applicants on the basis of race, color, religion, creed, national origin, ancestry, sex, pregnancy, age, gender, gender identity, gender expression, ancestry, marital status, sexual orientation (incl. transgender status), physical or mental disability, military status, genetic information, marriage to a co-worker and retaliation for engaging in protected activity (opposing a discriminatory practice or participating in an employment discrimination proceeding or any other status or condition protected by applicable federal, state or local law.

For further information about FVCO, please visit our website at <https://familyvoicesco.org/>.

To Apply

Email a resume and cover letter to megan@familyvoicesco.org. Please include "Family Navigator Application" in the subject line.