



THE LONG-TERM CARE FOUNDATION OF WASHINGTON STATE
JOB POSTING

The Long-Term Care Foundation of Washington State invites applications for the position of:

Care Navigation Specialist

SALARY: \$65,000 to \$75,000 per year

OPENING DATE: September 14, 2023 until filled. Application Review begins September 21, 2023

OFFICE LOCATION: Tumwater, WA

The mission of The Long-Term Care Foundation of Washington State is to improve and develop access to high-quality long-term care services through public awareness, community connections, and a well-supported long-term care workforce.

We are looking for someone who is passionate, purposeful, and collaborative to join our growing team as our Care Navigation Specialist. This is a permanent, full-time position offering flexible scheduling and the opportunity to work remotely. Health insurance, paid vacation, and retirement benefits are included.

Reporting to the Executive Director, the Care Navigation Specialist serves as a resource for adult family homes in Washington State and plays a key role in informing providers and staff about health insurance options and how to access appropriate coverage.

ESSENTIAL JOB FUNCTIONS

- In collaboration with the Washington Health Benefit Exchange, develop and implement a multi-platform communications plan for creating and distributing culturally and linguistically relevant materials to assist individuals in accessing affordable or free health insurance plans.
- Inform and educate adult family home owners and their employees about various health insurance options through web and social media presence, regularly scheduled emails and webinars, periodic mailers, online surveys, meetings and conferences, and community-based presentations.
- Offer continuous technical support to adult family home owners and their employees regarding health insurance options and the application process.
- Provide technical assistance as a certified assister for the Washington Health Benefit Exchange to enable adult family home owners and their employees to comprehend, compare, apply for, and enroll in health insurance via Washington Healthplanfinder.
- Connect adult family home owners and their employees with certified assisters in the Health Benefit Exchange network.
- Utilize Salesforce to monitor, track, and prepare reports on the progress of adult family homes and their employees accessing care navigation services.

ADDITIONAL JOB FUNCTIONS

- Work with other members of the Foundation’s team to develop and disseminate messaging and marketing materials to promote Long-Term Care Foundation programs and services

- Gather, analyze, track, and report on program data
- Coordinate and/or deliver training on topics related to workforce development
- Manage special projects as requested and perform other duties as assigned

REQUIRED QUALIFICATIONS

- Bachelor’s degree or equivalent work experience in business administration, human resources, or a related field
- Experience in conducting outreach and educating individuals in a long-term care setting about various health insurance options
- Experience in assisting individuals to compare, apply for, and enroll in appropriate health insurance
- Proficiency in Microsoft Office, online training/meeting tools, and basic internet research techniques
- Excellent communications, public speaking, and customer service skills
- Able to maintain productive relationships with clients, colleagues, partners, volunteers, and the public
- Able to work with a team, analyze information, and make appropriate decisions
- Able to work independently on a variety of projects simultaneously and meet deadlines in a dynamic, fast-paced environment
- Able to demonstrate flexibility, creativity, and follow-through
- Able to exercise sound judgment, demonstrate tact when dealing with others, accept responsibility, and give careful attention to detail

DESIRED QUALIFICATIONS

- Certification as Care Navigator (certified assister) in Washington State
- Knowledge of the adult family home model
- Familiarity with Washington Health Benefit Exchange and Washingtonhealthplanfinder
- Knowledge of Salesforce

WORKING CONDITIONS

- Regular office hours are 8:00 a.m. – 5:00 p.m.
- Work involves regular public contact and may be fast-paced and stressful at times, particularly during periods of high volume or tight deadlines
- Must be resident of Washington State with Washington State driver’s license, proof of insurance, and access to a dependable automobile for occasional travel locally and regionally

APPLICATION PROCESS

Please provide the following information:

- A **cover letter** expressing your interest in the position and describing your qualifications
- A **current resume**
- Three or more **professional references**

Please direct the above information as well as any questions you may have about the position to:

Bob Le Roy
 Executive Director
 Long-Term Care Foundation of Washington State
bob@lctfwa.org

The Long-Term Care Foundation of Washington State is an Equal Opportunity Employer