



NORTHWEST COMMUNITY ACTION, INC.

JOB DESCRIPTION

DATE: May 22, 2026

POSITION TITLE: MNsure Navigator/Family Service Advocate

STARTING WAGE RANGE: \$23- 26/hr

POSITION CLASSIFICATION: Full-Time, Non-Exempt

ACCOUNTABLE TO: MNsure Outreach Manager and Family Services Director

PRIMARY OBJECTIVE OF THE POSITION: Provide health insurance information, enrollment, and outreach to all four counties. Assist families and/or individuals in assessing their needs, utilizing available resources and setting goals for improving self-sufficiency.

MAJOR AREAS OF ACCOUNTABILITY:

- Help individuals and families achieve successful enrollment into health coverage through the MNsure marketplace.
- Be publicly listed on the MNsure Assister Directory.
- Comply with NWCA and MNsure data privacy and security standards and conflict of interest disclosure requirements.
- Perform outreach in accordance with the MNsure work plan; enrollment events, speaking to area groups, articles in the newspapers, distribute flyers and brochures, maintain connections with area hospitals, social service agencies and other referral agencies.
- Act as a contact person with clients in need of follow-up services.
- Act as a liaison between client and DHS, MNsure, county social services, and insurance agents.
- Meet with clients both in and out of the office, during office hours and occasionally outside of regular office hours.
- Promote health insurance through the MNsure system.
- Perform accurate data entry into the agency's database: THO Solutions.
- Keep Supervisor informed of all problems, unusual or extraordinary matters of significance coming to his/her attention.
- Performs other duties and responsibilities as assigned by Supervisor.

KNOWLEDGE/SKILLS:

- Ability to complete the training necessary to become a Certified Navigator through MNsure upon hire.
- Ability to exercise good judgement in evaluating situations and in making decisions.
- Capacity to sustain a high level of integrity, trustworthiness, and confidentiality.

- Ability to work with people from a wide variety of racial, cultural, and economic backgrounds.
- Excellent verbal and written communication skills.
- Ability to use technology in support of learning.
- Ability to work positively and productively.
- Ability to work independently and be self-motivated.

PHYSICAL DEMAND:

- Ability to lift 10-50 lbs. occasionally

EDUCATION AND EXPERIENCE:

- High School diploma or equivalent required.
- Associate or Bachelor's degree in human services or related field preferred.
- Experience working with sensitivity to cultural, racial, socio economic backgrounds and family structures.

ADDITIONAL REQUIREMENTS:

- Must meet the requirements of the DHS background check
- Provide valid Driver's License
- Valid Auto Insurance

We are an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, age, national origin or disability.

Employee Signature

Date

Note: The above statements are intended to describe the nature and level of work being performed by persons assigned to this position. They are not intended to be an exhaustive listing of all responsibilities, duties and skills required, and management reserves the right to make modifications at their discretion.