



Foundation for
Healthy Communities
Partnering to improve health for all.

Director, Health Insurance Navigation Project Foundation for Healthy Communities

Essential Duties:

The Director of the Health Insurance Navigation project supports New Hampshire residents in obtaining affordable health insurance through the ACA Marketplace and New Hampshire Medicaid under the Granite Advantage Program. The Director will primarily work with hospital systems and their communities to target enrollment efforts to underserved populations. The Director will provide assistance both in-person and using remote technology. The Director will be required to exhibit patience and empathy with clients, while effectively educating the client with the necessary information. The position will work closely with each client to educate them about plan options and coverage details, connect the client with other social service programs they may need, and maintain contact with them throughout the year. Additionally, the Director will need to coordinate community outreach and education, give presentations and provide public communication to build awareness of insurance programs available to NH residents, and work with hospital representatives on patient insurance coverage issues. The Director must positively represent the mission, goals and constituents of the Foundation for Healthy Communities in all group and individual engagements.

Skills and Knowledge:

- Expertise in health insurance, the ACA Marketplace, or NH Medicaid
- Experience in community engagement, education, and outreach
- Experience with patient/client navigation processes, tactics, and best practices
- Familiarity with hospital systems in New Hampshire
- Exceptional organization skills
- Strong customer service and communication skills
- Ability to work independently, while maintaining connections to a broader staff team
- A commitment to health equity
- Ability to work collaboratively with other insurance navigators from different organizations

Qualifications:

- Bachelor's degree required
- 2-5 years' experience in health care, insurance, or community engagement
- Bilingual candidates strongly preferred
- Significant in state travel required

This position is grant funded, full-time exempt, benefits eligible and is hybrid office/remote based in Concord with statewide responsibilities. The position reports to the Executive Director.

Interested candidates may apply by supplying a cover letter and resume to Sally Reifsnyder at sreifsnyder@nhha.org by September 24th.