



Benefits Enrollment Navigator

Job Title: Benefits Enrollment Navigator

Department: Family Resource Center

Reports To: Senior Project Manager of Programming

Employment Type: Full-Time

Location: Hill Country Resource Center (HCRC) with service across Bandera, Gillespie, Kerr, Medina, Real, and Uvalde Counties

Position Summary:

The **Benefits Enrollment Navigator** plays a critical role in assisting families, pregnant women, and individuals in need by connecting them to public benefits and social services that support economic stability and overall well-being. The Navigator will conduct one-on-one case assistance, outreach, and education to help clients understand, apply for, and maintain eligibility for programs such as Medicaid, CHIP, SNAP, TANF, LIHEAP, WIC, and other state or federal assistance programs.

As an HHSC Level 3 Community Partner Program (CPP) site, HCRC provides direct support to families in accessing benefits that reduce financial strain and promote family self-sufficiency. The Navigator will work closely with Community Health Workers, Family Support Specialists, and social service providers to ensure seamless service delivery.

Key Responsibilities:

Client Enrollment & Assistance:

- Assist families, pregnant women, and new parents in determining eligibility and completing applications for Medicaid, CHIP, SNAP, TANF, LIHEAP, and WIC.
- Guide clients through the redetermination process to maintain benefits and prevent loss of coverage.
- Provide education on program eligibility requirements, benefit changes, and available resources.
- Conduct in-person and virtual appointments to complete benefit applications and troubleshoot barriers to enrollment.
- Assist non-English-speaking clients, ensuring language accessibility in all interactions.

Outreach & Community Engagement:

- Conduct benefits education sessions at community events, food distributions, health fairs, and partner organizations.
- Work with hospitals, OB/GYN clinics, pediatricians, faith-based groups, and early childhood programs to reach pregnant women, new parents, and families with young children.
- Develop outreach materials and presentations to promote public benefit programs and available support services.
- Maintain partnerships with county social service agencies and non-profit organizations to streamline referrals for benefits assistance.

Referral & Case Coordination:

- Provide warm handoffs and follow-ups to ensure clients successfully enroll and receive benefits.
- Refer families to other essential services such as prenatal and postnatal care, mental health counseling, housing assistance, and childcare subsidies.
- Work closely with Case Assistance Navigators, Community Health Workers (CHWs), and Family Support Specialists to ensure clients receive wraparound support.
- Maintain an updated directory of community resources to ensure timely referrals and connections.

Data Management & Reporting:

- Accurately document all client interactions, applications submitted, and follow-ups in the case management system.
- Track client outcomes, ensuring compliance with HHSC and grant reporting requirements.
- Maintain confidentiality and adhere to HIPAA regulations and state privacy laws.

Qualifications & Experience:

- **Education:** High school diploma or equivalent required; Associate's or Bachelor's degree in Social Work, Public Health, or a related field preferred.
- **Experience:**
 - 1-2 years of experience in benefits navigation, case management, or social service support.
 - Familiarity with Texas public assistance programs (Medicaid, SNAP, CHIP, TANF, LIHEAP, WIC, etc.).
 - Experience working with low-income families, pregnant women, and parents of young children is a plus.
- **Certification:**
 - Community Health Worker (CHW) certification preferred but not required.

- o HHSC Benefits Counselor training (or willingness to complete training upon hire).

Skills & Competencies:

- Strong Communication Skills: Ability to explain complex eligibility rules and application processes clearly and compassionately.
- Bilingual (Spanish/English) Preferred: To better serve the Hispanic community, one of the priority populations.
- Client-Centered Approach: Experience working with pregnant women, young parents, and economically disadvantaged families with a trauma-informed lens.
- Detail-Oriented & Organized: Ability to manage multiple cases, track applications, and follow up with clients efficiently.
- Problem-Solving Abilities: Skilled at troubleshooting barriers to benefits access, including documentation issues, system delays, and appeal processes.
- Proficient in Microsoft 365 including Outlook

Work Environment & Schedule:

- Full-time position with flexible hours to accommodate evening and weekend outreach events.
- Office-based with travel across Bandera, Kerr, Medina, Real, and Uvalde counties for community outreach, home visits, and enrollment support.
- Collaboration with partner organizations, government agencies, and healthcare providers to facilitate benefits access.

Compensation & Benefits:

- Competitive salary based on experience.
- Paid time off (PTO), sick leave, and holidays.
- Professional development opportunities, including benefits enrollment training and CHW certification.