



Lead HUB Navigator Position Description

TITLE: Lead HUB Navigator
REPORTS TO: HUB Administrator
CLASSIFICATION: Full-Time Position

Summary: We are seeking a compassionate and resourceful individual to serve as the Lead Navigator for our Community Care Hub. The Iowa Community HUB is designed to connect community members with vital programs, services and resources to support their health and well-being. As the Lead Navigator, you will play a pivotal role in growing and managing a team of Navigators responsible for helping individuals navigate and access evidence-based health promotion programs (EBPs) and social care services.

Compensation: The Iowa Community HUB is considered a top emerging community care hub nationally, yet we are still a growing nonprofit. In an effort to be transparent, the position is salary only with plans to start benefits in 2025. Currently, we offer flexible work hours, and flexible time off all within a hybrid work environment. This position is compensated between \$50,000-\$55,000/year.

Essential Functions: Essential functions for this position include the following items. Other duties must be performed as assigned or required.

- Perform all job functions according to the mission and values of our organization.
- Hire and provide leadership and supervision to a team of Navigators fostering a collaborative and supportive work environment.
- Plan training and professional development opportunities for staff to enhance their skills in person-centered planning, cultural competency, trauma-informed practices, motivational interviewing, and other relevant areas.
- Oversee the Navigator intake process, including comprehensive health-related social needs screening, eligibility checks for EBPs, and connection to community resources.
- Provide HUB Navigation services between 25-50% of working hours per week.
- Monitor and maintain accurate records of Navigator interactions, service referrals, and outcomes, and utilize data to track progress, identify trends, and inform program improvements.
- Cultivate relationships with social care organizations to grow and enhance the range and quality of services available through the HUB.



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- Serve as the Connector Partner Team lead preparing meeting agendas, scheduling meetings, facilitating discussions, sending out meeting summaries, and managing strategic plan development, implementation and evaluation.
- Commitment to equity, diversity, and inclusion, with a focus on providing accessible and culturally responsive services to diverse populations.
- Monitor program outcomes and performance indicators, prepare reports for funders and stakeholders, and participate in evaluation activities to assess the effectiveness of services and identify areas for improvement.

Responsibilities:

- Treat all individuals with respect, courtesy, compassion, and with confidentiality.
- Communicate information in a manner appropriate for the intended audience.
- Review and maintain a working knowledge of HUB Employee policies and procedures, code of conduct, and compliance program to ensure individual and team performance reflects honest, ethical, and professional behavior.
- Ensure individual and team adherence to state and national standards of HIPAA and other privacy regulations by adhering to organizational compliance training requirements.
- Always maintain a professional and collaborative work environment.
- Attend required meetings and training.
- Participate in webinars, conferences, and demonstrate genuine desire to develop strategies for improved operations and a high level of customer service/care coordination.

Qualifications: The requirements listed below are representative of the minimum knowledge, skills and ability required.

Education/Experience:

- Must be 18 years old.
- High school diploma or GED preferred.
- Community Health Worker training preferred.
- Experience working with underserved and diverse populations.
- Experience in navigating health and social service systems.
- Ability to meet deadlines and work unsupervised.
- Experience with word processing and inputting data into computer software systems.

Communication Skills:

- Effective communication and interpersonal skills, with the ability to build relationships and collaborate with diverse stakeholders.



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- Ability to build strong relationships with individuals and community.
- Excellent customer service through telephone, listening, and computer literacy.
- Effective presentation and public speaking skills and group facilitation.

Certificates, Licenses, Registrations:

- The HUB will support CHW training as needed.
- The HUB will support evidence-based program training as determined by the HUB and community needs.
- Child and Dependent Adult Abuse Mandatory Reporter Training is encouraged, and HUB can assist candidates in accessing this training as needed.

Physical Demands & Work Environment: The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this job.

- Up to 50% of the job may be spent sitting while performing computer and telephone tasks.
- Up to 50% of the job may be spent attending health fair/community events and external meetings.
- Must be able to carry a laptop and small supplies when necessary.
- Must be able to perform hand & wrist movements for administrative tasks.
- Ability to talk and hear for virtual communications.
- Ability to contact individuals via phone and/or operate virtual conferencing.
- Ability to operate a PC/laptop and to enter & retrieve information from a computer.
- Ability to facilitate groups to optimize social interaction, shared learning, and group cohesion.
- Ability to handle varying levels of stress.

(The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should be viewed as general guidelines.)

Environmental – There is minimal exposure to hazardous environmental conditions.

If interested, contact Renee Allard, HUB Administrator at 515-635-1285 or rallard@iacommunityhub.org