

## **JOB DESCRIPTION**

Functional Position Title: **Supervisor, MNsure Navigators**

Reports to (position): Chief Operations Officer

Job Category: Non-Exempt

### **Purpose of this Job: Briefly summarize the general function of this position.**

Provides leadership to a team of MNsure Navigators, Portico's experts in MNsure eligibility and enrollment assistance. Supports team members in their professional growth and engages to ensure their success with client service. Serves as an internal advocate for clients, team members and Portico's organizational goals. This is a working Supervisor role with the expectation to maintain a case load equivalent to 50% of a Senior Navigator.

Supports Portico's Director of Training & Development to create and deliver best-in-class training to Portico Healthnet program staff to maximize level of service to our clients.

The Supervisor participates in management team meetings, collaborates with other Portico leaders and advises the Senior Leadership Team to best serve our clients, reach organizational goals and maintain a healthy work culture.

This position is hybrid remote in Twin Cities Metro Area. This position involves occasional travel to community partner and enrollment locations in the Twin Cities metro area and Greater Minnesota.

### **Essential Job Duties (job duties that are necessary to the position)**

#### **Team Leadership**

- Manages a team of MNsure Navigators to provide a high level of customer service to clients while maintaining compliance with policies, procedures and governmental regulations.
- Develops superior talent through hiring and staffing; training; managing and measuring work; developing direct reports; and delegation.
- Provides workload structure, quality assurance and assistance with non-routine cases.
- Establishes accountability within team by setting clear expectations, providing resources and managing performance.
- Develops metrics to track efficiencies in MNsure Navigator team, partnering with peer Supervisors to encourage consistency in standards and expectations.
- Uses data, client, and team feedback to advise the management team on improvements in service.
- Gathers feedback from internal and external stakeholders, including clients, team members, referring partners, and government partners. Addresses complaints and resolves problems.
- Coordinates work schedules and PTO coverage to ensure adequate coverage of job duties, stepping in to provide direct client service when needed.

#### **Special Assignments**

- Maintains client case load equivalent to 50% of a Senior Navigator contribution.
- Supports special projects, quality improvement initiatives, training and external partner assistance.

### **Special Skills Required to Perform in the Job**

- **Communication** – Must be clear and concise and have the ability to quickly form relationships with others in a variety of situations; Promotes and encourages open communication.
- **Problem Solving** – Ability to analyze and solve practical problems, generate new ideas and make sound judgements on complex situations.
- **Delegation** - Delegates work assignments; Sets expectations and monitors delegated activities; Provides recognition for results.

- **Managing People** - Makes self available to staff; Provides regular performance feedback; Develops team members' skills and encourages growth; Solicits and applies customer feedback (internal and external); Promotes and encourages high quality work from others; Improves processes, products and services; Continually works to improve supervisory skills.
- **Cost Consciousness** - Develops and implements cost saving measures.
- **Change Management** - Communicates changes effectively; Builds commitment and overcomes resistance to change; Prepares and supports those affected by change; Monitors transition and evaluates results.
- **Organizational Agility** – Inspires trust; Influences and engages others; Understands and communicates the origin and reasoning behind key policies, practices, and procedures; Understands the culture of organizations.
- **Environment** – Understands the different cultures represented by Portico's clients and has the ability to interact effectively.

## Requirements

Education (minimum education level):	Bachelor's Degree (BA) from four-year college or university preferred; Supervisory experience and expert level knowledge of MNsure eligibility and enrollment will be considered in lieu of a degree
Experience Level (experience required to perform job functions at a fully competent level):	<ul style="list-style-type: none"> <li>• Two years of related experience and/or training</li> <li>• Supervisory and MNsure Assister experience strongly preferred</li> <li>• Experience and interest in serving diverse and low-income populations</li> <li>• Customer service experience preferably in a human services field</li> <li>• Excellent time management and multitasking abilities</li> <li>• Demonstrated personal computer skills including spreadsheet skills, word processing, data base management and other relevant applications</li> </ul>
Essential knowledge, skills, and abilities (the specific competencies for the position):	<ul style="list-style-type: none"> <li>• Detailed oriented, self-starter with strong written and inter-personal skills</li> <li>• Ability to read and interpret documents such as data reports, policy documents, operating instructions, and procedure manuals</li> <li>• Clear written communication skills; ability to write routine reports and correspondence</li> <li>• Strong oral communication skills; Ability to speak effectively before groups of customers or employees, peers and senior leadership.</li> <li>• Proficiency with Microsoft Office (Word, Excel, Outlook)</li> <li>• Employee training and staff development skills</li> <li>• Bilingual fluency preferred, particularly in Spanish, Vietnamese, Hmong, Somali and/or Karen</li> </ul>
Physical demands of the position:	Must be able to operate in a general office environment
Amount of Supervision Required:	Minimal supervision