

# **Legal Assistance of Western New York, Inc. ®**



We provide free legal aid to people with civil legal problems in western New York.

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## **Enrollment Specialist (Navigator)- Rochester**

### **POSITION ANNOUNCEMENT**

**(SEPTEMBER 2020)**

**ROCHESTER, NEW YORK**

**FULL-TIME HEALTH INSURANCE**

**ENROLLMENT SPECIALIST (NAVIGATOR)**

The Rochester office of Legal Assistance of Western New York, Inc. ® (LawNY) has an immediate opening for a Health Insurance Enrollment Specialist. LawNY is a not-for-profit law firm providing civil legal services to low-income clients in a 14-county area of western New York, including the Finger Lakes and Southern Tier regions. The Rochester office primarily serves residents of Monroe County.

LawNY seeks a dynamic, mission-driven, experienced professional staff person to provide health insurance enrollment assistance to individuals in Monroe and Livingston county through New York's Health Benefit Exchange.

The Enrollment Specialist will play a critical role in implementing the key Health Benefit Exchange provision of the Affordable Care Act to ensure that all who need health insurance have access to high-quality affordable healthcare coverage. The Enrollment Specialist will educate consumers about their health insurance options and assist them throughout all phases of the application process for the plan that best suits their needs. The Enrollment Specialist will also conduct extensive outreach and education for consumers who are eligible for coverage under the Affordable Care Act.

The applicant must also have the caring, patience, and emotional maturity to help low-income people overcome crisis situations. Due to COVID-19, LawNY staff are working remotely all or part of the week. LawNY maintains an extensive safe operations plan and seeks to ensure the safety of both our staff and our clients. All staff are still required to fulfill their professional obligations, which will require direct in-person contact with clients and in-person activities as needed to perform the functions of their role.

LawNY is committed to equitable inclusion across race, gender, sexual orientation, gender identity, age, ability, sex, religion, economic circumstances, ethnicity, national origin, and culture. We are striving to transcend the construct of race and be an anti-racist law firm. We encourage staff to bring their whole selves to work each day and pledge to celebrate every aspect of who they are.

**Requirements:**

- Bachelor's degree, Associate's degree, and/or relevant work experience, is required.
- Applicants must be organized and have excellent interpersonal and writing skills.
- Applicants must have a strong dedication to the principle that everyone should have access to quality healthcare coverage, no matter what their economic or social circumstances.
- Applicants must have access to transportation and availability during some evenings and weekends.

**Desired Skills:**

- Prior experience with low-income and other oppressed communities and clients.
- Lived experience with our client communities is highly desired.
- Strong problem-solving abilities, time management, and organizational skills.
- Ability to work under deadline and manage multiple tasks.
- Ability to empathize and sensitively respond to people in crisis situations.
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Experience with the use of trauma-informed care practices is highly preferred.

- Excellent use of Google Drive/GSuite, Word, and Excel; database programs a plus.
- Proficiency in Spanish is an advantage but is not required.
- Passion for social justice and commitment to the mission of LawNY.

**Salary:** Salary is dependent on experience and based on a pay scale with annual increments. The salary for a Paralegal who is credited with five years of experience is \$35,000. The initial salary will increase annually based upon LawNY's salary scale. LawNY provides an excellent health insurance, disability and employee benefits package.

**Procedure:** Applicants should submit a letter of interest, resume, three references and a writing sample to the attention of Lori M. O'Brien, Deputy Director. All applications and inquiries should be sent by email to [lawnyapplications@lawny.org](mailto:lawnyapplications@lawny.org) only. Applications will be reviewed until the position is filled.

Legal Assistance of Western New York, Inc. ® (LawNY) is an equal opportunity employer. LawNY® encourages applications from diverse candidates. LawNY welcomes applications regardless of race, color, religion, sex, gender identity, sexual orientation, pregnancy, national origin, age, disability, genetic information or any other consideration protected by law. This position is considered non-exempt pursuant to the Fair Labor Standards Act.

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