



## **NICE Health Navigator**

Nashville International Center for Empowerment (NICE), established in 2005, is a nonprofit 501(c)(3) community-based organization dedicated to ensuring refugees and immigrants achieve their full potential now and for generations to come. Health disparities among refugee and immigrant populations are large, persistent, and increasing. NICE's Health program supports refugee and immigrant families to achieve optimal health and help navigate pathways to reach their wellness goals. NICE focuses on a wide range of public health issues including food security and nutrition, health insurance, maternal and child health, and how to navigate healthcare in the U.S. Our program aims to improve health outcomes by providing educational services directly to low-income refugee and immigrant families and bridging the gap between healthcare and community support services.

The Health Navigator facilitates access to healthcare and holistic health-related resources for refugee and immigrant communities in Middle Tennessee through a combination of healthcare-related education, coordinated referrals and medical appointments, and helping refugees and immigrants navigate community health resources. The Health Navigator will work under the supervision of the Health Promotion Coordinator who will work with the Health Navigator to build new healthcare-navigation programming and community partnerships. This is a 40-hour full-time position.

### **General Responsibilities:**

- Responsible for maintaining a caseload of clients eligible for health-related services, supporting medical case management and coordination of mental health care
- Maintain client files, both digital and physical
- Maintain confidentiality with clients
- Support the development of a strong team-oriented relationship with healthcare professionals
- Build referral partnerships and referral processes to health providers (primary care physicians, specialists, dentists, vision care, mental health care) that have the capacity to provide high quality care to refugees and immigrants
- Develop programs to support self-sufficiency for refugees and immigrants - topics related to navigating healthcare and long-term health
- Supports clients in self-managing health conditions, setting health-related goals, and adopting preventive lifestyles behaviors that promote overall physical and emotional well-being
- Collect and document program-related data, ensuring timely and accurate updates to client case files and tracking systems to reflect services provided
- Support community medical providers and NICE case managers to ensure that NICE's clients know how to use their health insurance
- Coordinate transportation for clients to health-related medical/dental appointments
- Educate clients on how to use mobile devices for telehealth appointments
- In collaboration with program leadership, conduct health related need assessment, collect health and healthcare utilization-related data, track outcomes, and present results in meetings and reports



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- Support the Health Promotion Coordinator in planning and implementing group-based activities and wellness workshops by preparing materials and administering pre-post assessments, and delivering culturally responsive health education presentations
- Participate in program meetings, staff development activities, and general office operations
- Perform other duties as assigned

**Requirements:**

- Strong written and oral communication skills, demonstrated success working and communicating effectively with a multi-cultural environment and English language learners
- Bachelor's degree in public health, Health Promotion, or Social Work or equivalent education
- Minimum 2-4 years of work experience in health care, health education, or administration; preferably with diverse/refugee populations (preferred, but not required)
- Familiar with Medicaid, US healthcare system, and refugee health needs/issues
- Proficient in basic computer applications
- Authorized to work in the U.S.
- Be able to make connections with other agencies and resources in the community
- Willing to travel within the greater Nashville area and hold a valid driver's license

**Salary & Benefits:**

- **Job Type:** Full-time
- **Salary Range:** \$41,000-\$43,000
- **Benefits:** Paid holidays, vacation and PTO, health insurance, dental, vision, and 401(k)

**To Apply:**

Send a cover letter, resume, and two professional references to [careers@empowernashville.org](mailto:careers@empowernashville.org). Applications without the requested information will not be considered. Qualified candidates will be contacted for an interview. No calls or emails.

**APPLICATIONS WILL BE RECEIVED UNTIL THE POSITION IS FILLED.**

*Nashville International Center for Empowerment does not and shall not discriminate on the basis of race, ethnicity, color, religion (creed), gender, gender identity/expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all staff members, clients, volunteers, subcontractors, and vendors.*