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**Job Title:** Health Navigator  
**Department:** Refugee Services  
**Reports To:** Director of Refugee Services  
**FLSA Status:** Exempt, 1.0 FTE  
**Salary Range:** \$40,000 to \$42,000  
**Prepared Date:** 10/12/2021

**Organization Description:**

The International Institute of Minnesota (IIM) is a fast-paced, innovative organization with talented staff who are mission driven and support one another in their work. Since 1974 IIM has resettled 25,000 refugees in the Twin Cities and remains one of the largest sponsors of refugees statewide. Its immigration and citizenship services helped nearly 15,000 New Americans achieve U.S. citizenship since 2001. From 2012 to 2018, IIM experienced exponential growth, establishing the organization as an expert in education and workforce development for immigrant and refugee communities. With more than 21 million refugees worldwide waiting to begin new lives, and an increasing workforce shortage in Minnesota, IIM's programs continue to be in demand and important abroad and in Minnesota.

**Purpose:**

The Health Navigator will support the health of refugee and immigrant families at IIM. The role will include providing updated COVID-19 health and safety information to families and helping people navigate the healthcare system to receive essential services during the pandemic.

**Duties and Responsibilities:**

**COVID Care Navigation**

- Communicate with immigrant families to provide up-to-date and accurate prevention and treatment information related to COVID-19.
- Willingness to take shifts on the State of Minnesota's COVID-19 phone line to answer questions and provide resources.
- Willingness to work with multi-cultural and multi-lingual clients utilizing over-the-phone interpretation.
- Ability to help immigrant families connect to medical providers and other community services as needed during COVID-19 pandemic.
- Assist clients with access to affordable healthcare
- Provide orientation and education for clients on navigating U.S. healthcare system
- Conduct outreach to expand resources available for clients
- Enter case notes into CRM database.
- Other duties as assigned.

**Requirements:**

- Fully vaccinated for COVID-19
- Commitment to the human rights and general welfare of asylum seekers, refugees, and immigrants.
- Must be capable of working in a fast-paced, multicultural office environment, take initiative, and be able to handle and prioritize multiple assignments at once.
- A thorough understanding of the U.S. healthcare system.
- Comfort discussing sensitive women's health topics and speaking to large groups.
- Excellent interpersonal skills with the ability to convey information one-on-one and in a group setting.
- Must have strong organizational skills and attention to detail.
- Experience with Microsoft Office applications.

**Preferred Requirements:**

- Bachelor's degree in a relevant field preferred.
- Ability to speak Arabic, French, Karen, Kiswahili, or Somali is preferred.
- Experience in the healthcare industry is a plus.

**Physical Demands:**

- Use of manual dexterity, tactile, visual, and audio acuity.
- Use of repetitive motion, prolonged periods of sitting, and sustained visual and mental applications and demands.
- Occasional lifting (up to 25 pounds), bending, pulling, and carrying.

**EEO Statement:**

International Institute of MN is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

**To Apply:**

Submit cover letter and resume to Rachel Lee via email [rlee@iimn.org](mailto:rlee@iimn.org). Position opened until filled. No phone calls or walk-ins please.

Revised: 10/21/2021