



NASHVILLE INTERNATIONAL  
*Center for Empowerment*

### **Refugee Health Navigator-Nashville**

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 Education 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 Refugee Health Navigator facilitates access to healthcare and holistic health-related resources for refugee communities in Middle Tennessee through a combination of healthcare-related education, coordinating referrals and medical appointments, and helping refugees navigate community health resources. The Refugee Health Navigator will work under the supervision of the Mental Health Care Coordinator who will work with the Refugee Health Navigator to build new healthcare-navigation programming and community partnerships.

The Refugee Health Navigator reports to the Mental Health Care Coordinator. This is a 40-hour, full-time position.

#### **General Responsibilities:**

- Support the development of a cohesive and 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
- Develop programs to support self-sufficiency for refugees and immigrants - topics related to navigating healthcare and long-term health
- Support community medical providers and NICE case managers to ensure that NICE's clients know how to use their medical insurance
- Coordinate transportation for clients to health-related appointments
- Educate clients on how to use mobile devices for telehealth appointments
- Assist case managers in processes for health insurance utilization and intake, including pre-authorization requests, single case agreements, and managing unexpected medical bills
- In collaboration with program leadership, collect health and healthcare utilization-related data, track outcomes, and present results in meetings and reports
- Assist the Mental Health Coordinator in implementing health programs and activities
- Participate in program meetings, staff development activities, and general office operations
- Duties as assigned



NASHVILLE INTERNATIONAL  
Center for Empowerment

**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
- Familiar with Medicaid, US healthcare system, and refugee health needs/issues
- Computer literate
- Connections with other agencies and resources in the community
- Willing to travel within the greater Nashville area

**Salary & Benefits:**

- **Job Type:** Full-time
- **Salary Range:** \$40,000-\$42,000
- **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.*