

Job Description: Food Equity Navigator

- **Schedule:** Full time | 38 hours per week
- **Location:** Astoria, OR (On-site at North Coast Food Web)
- **Compensation:** \$65,000 Annual Salary
- **Benefits:** Comprehensive health coverage + generous Paid Time Off (PTO)
- **Term:** 18-month grant-funded contract
- **Report to:** Executive Director
- **Timeline:** Applications due by **Sunday, April 12**. Start date: **Friday, May 1**

About North Coast Food Web

The North Coast Food Web (NCFW) is a community-based organization dedicated to cultivating a resilient and equitable food system on the North Coast. We support local producers, increase access to fresh food, and provide educational programming to build a robust local food economy.

Position Purpose

The **Food Equity Navigator** is the architect and operator of our new Medicaid-integrated food access system. In the first phase, you will build internal policies, documentation standards, and compliance frameworks required for a healthcare-integrated food hub. Once live, you will manage the end-to-end program. This includes assisting and managing referrals, organization of the food, pick-up and/or delivery of the food and invoicing.

Proven experience is a plus, but it isn't the only thing we're looking for. If you're short on years of experience but can demonstrate a strong work ethic and a drive to master this role, please apply and tell us why you're ready to level up with us.

Key Responsibilities

Program Design & Compliance (Pre-Launch (now until June 30) & Ongoing)

- **Policy Build-out:** Draft, implement and maintain official internal Policies & Procedures for the HRSN program, including **HIPAA-compliant data handling**, grievance procedures, and documentation standards.
- **Financial Stewardship:** Develop and monitor targets for program spending and clinical reimbursements in collaboration with the ED.
- **Documentation Systems:** Create internal workflows to track every "Service Event" (e.g., food provided, member pickups, and clinical outreach/education).
- **Standard Operating Procedures (SOPs):** Working with other staff, design the playbook for how the Food Web manages the referral-to-fulfillment pipeline.

- **Invoicing:** Accountable for creating timely and accurate invoicing

Clinical Coordination & Care Platform Management

- **Referral Navigation:** Assist members with applying and understanding the program.
- **Warm Onboarding:** Conduct member intakes, explaining the food box system and pick-ups
- **Closing the Loop:** Ensure all clinical referrals are documented as completed within the required windows to secure CareOregon reimbursement.

Integrated Market Operations (Starting July 1)

- **The Weekly Roster:** Translate data into a packing roster for our market team once a week.
- **Collaborative Packing:** Work on the warehouse floor alongside the market team. You are responsible for quality control and ensuring each box matches the member's dietary/pantry needs.

Advocacy & Impact Reporting

- **Impact Tracking:** Maintain meticulous records of educational outreach and member engagement for grant reporting.
- **Distribution Lead:** Primary, welcoming face during the pickup window.

Preferred Qualifications

- **Administrative Strength:** Demonstrated experience writing policies, managing HIPAA-sensitive data, or building program workflows from scratch.
- **The Navigator Mindset:** Experience in social services, OHP navigation, or community health. Proficiency in **Unite Us** or similar health platforms is highly preferred.
- **Collaborative Spirit:** A willingness to move from a "policy-writing" desk on Monday to a "warehouse-packing" floor on Thursday.
- **Attention to Detail:** Absolute precision in data entry and documentation—essential for clinical reimbursement and audit-readiness.

Phase 1: The Build-Out (Now – June 30)

- Finalize HIPAA and Grievance Policies.
- Establish documentation standards for service
- Set reimbursement targets and financial tracking spreadsheets.
- Work with the market team to plan standard operating procedures for packing.

How to Apply

Please send a letter of interest and resume detailing your experience and interest to Jesse Jones at jesse@northcoastfoodweb.org.