



Job Title: Navigator

Reports To: Executive Director/Board of Directors

Position Description: The Navigator will assist local families caring for a loved one with an intellectual/developmental disability (IDD) in accessing and applying for state financial services, locating appropriate local programs and locating independent housing and respite options. The Navigator will also research and build a resource library with information pertaining to individuals with IDD.

Job Duties and Responsibilities:

- Organize informational gathering meetings to learn about the family's needs for support
- Organize appropriate follow-up meetings to keep families on track with applications and agency requirements
- Maintain a good knowledge of the Agency for Persons with Disabilities (APD), Center for Independent Living, ABLE Trust, Social Security Administration, and state funding resources for families (Med Waiver/ Consumer Directed Care, Medicare, etc)
- Make professional connections with individuals at state organizations and facilitate introduction process so families are connected to the appropriate departments
- Coordinate meetings with family members and appropriate departments within the state system to obtain services for the individual with IDD
- Assist families with organizing appropriate documentation for each agency/organization
- Assist families with coordinating follow-up with each organization as necessary
- Communicate with other professionals to locate appropriate services/programs
- Inform families about TLC programs and supports
- Ability to inform families about independence options, guardianship, and power of attorney for their loved one

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- Familiarity with and apprised of disability regulations with state and federal requirements
- Build relationships within the medical community to inform and educate about the care required for complex individuals
- Assist families in obtaining the appropriate medical appointments and verifying insurance and payment requirements

Educational Requirements: Bachelors Degree

Experience Requirements: Appropriate experience working with adults with IDD, knowledge of state/local services (APD/AHCA/Center for Independent Living), and an understanding of Medicare/Social Security benefits.

Preferred Skills:

- Relevant experience in public health, health education, or community-based health programs
- Bi-lingual (Spanish/English)
- Strong interpersonal and group communication skills. Ability to encourage, motivate, and advocate for eligible individuals and their families.
- Ability to present to large and small groups basic information highlighting potential support services.
- Comfortable conducting community/field visits to local agencies and health care providers.
- Able to use technology to conduct meetings (Google Meet/Zoom, etc.), perform research, and organize documents.
- Expert proficiency in MS Office applications.
- Excellent organizational and planning skills with demonstrated ability to prioritize and manage multiple projects, anticipate and identify conflicts, and meet deadlines.
- Demonstrated collaborative skills with families, agencies, and medical personnel.

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- Demonstrated work ethic and professional practice based on developing and maintaining collaborative, positive and effective working relationships across multiple functional groups.
- Highly collaborative and energetic work style with the proven ability to partner with diverse groups to achieve intended outcomes.
- Demonstrated integrity, dependability, sound judgement, teamwork and resourcefulness to establish and maintain collaborative, positive and effective working relationships with multiple internal and external partners.

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