



Job Title: Health Insurance Navigator – Statewide Senior Legal Helpline

Full-time position with the option to work remotely

Salary Range: \$60,000 - \$67,000

About VPLC

Virginia Poverty Law Center (VPLC) is dedicated to helping Virginians with low incomes through advocacy, education, and litigation. Since 1978, we have worked with legal aid programs, community organizations, and private attorneys throughout Virginia to educate and support advocates and attorneys. VPLC works with legislators, state agencies, and community partners to advance laws and policies that improve the lives of Virginians with low incomes.

About the Senior Legal Helpline

The Virginia Poverty Law Center Senior Legal Helpline provides free legal advice, information, and referrals to Virginians age 60 and older. Callers seek help with a wide range of civil legal issues, including long-term care, public benefits such as Medicaid, Medicare, SSI, and Social Security, guardianship and alternatives to guardianship, financial exploitation, abuse and neglect, and age discrimination.

The Helpline is often the first place an older Virginian or family member turns when they are unsure where to go for help. Staff screen callers, identify urgent deadlines and legal needs, provide information and referrals, and connect eligible callers with appropriate legal assistance.

About the Position

VPLC seeks a Health Insurance Navigator to work with the Statewide Senior Legal Helpline. This full-time position will serve as an important first point of contact for Helpline callers by screening incoming calls, gathering relevant information, identifying the nature and urgency of the caller's issue, and helping connect the caller with the appropriate next step.

The Navigator will also serve as the Helpline's primary in-house resource on health coverage issues affecting older adults. The position will provide direct Navigator assistance when appropriate and help Helpline staff and callers understand how the Affordable Care Act (ACA), Virginia Medicaid, Medicare, and long-term care coverage may interact. The Navigator will work closely with attorneys, advocates, other Enroll Virginia Navigators, and community partners to help older adults obtain and maintain health coverage and to identify recurring barriers that may require additional legal, policy, or systems-level attention.

This position is well suited for someone who enjoys direct consumer assistance, is comfortable speaking with people by telephone, can learn and explain complex benefits rules, and is committed to helping older Virginians navigate health and public benefit systems.

Job Responsibilities

- Screen and triage incoming Senior Legal Helpline calls, including gathering basic information, identifying the caller's legal or benefits issue, noting urgent deadlines or safety concerns, and helping determine the appropriate next step.
- Conduct initial intake and maintain accurate case and referral information in VPLC's case-management and reporting systems while protecting confidential and personally identifiable information.
- Serve as the Helpline's primary resource on health coverage issues affecting older adults, including the ACA and Marketplace coverage, Medicaid, Medicare, and long-term care coverage.
- Work with Helpline attorneys and advocates on cases involving overlapping health coverage and legal issues, and help staff understand relevant enrollment processes and health coverage rules.
- Stay current on changes to Medicaid, the Virginia Insurance Marketplace, Medicare, long-term care coverage, and other programs that affect older adults.
- Identify recurring problems, coverage barriers, and trends affecting older adults and share those issues with VPLC staff so that appropriate training, advocacy, or systems-level responses can be considered.
- Assist with grant deliverables, data collection, reports, and other program responsibilities related to the Helpline.

Qualifications

Required:

- Experience providing direct assistance, intake, customer service, benefits assistance, health coverage assistance, social services, legal services, aging services, or similar support to individuals and families.
- Excellent verbal and written communication skills, including the ability to explain complicated information clearly and respectfully over the telephone.
- Strong organizational skills and the ability to manage a high volume of calls, follow-up tasks, documentation, and referrals.
- Ability to work effectively with older adults, family members, caregivers, and people who may be experiencing stress, financial hardship, illness, disability, or other challenging circumstances.
- Ability and willingness to learn detailed and frequently changing eligibility, enrollment, and public benefits rules.
- Comfort using web-based applications, case-management systems, virtual meeting platforms, email, and other technology used in a remote or hybrid work environment.
- Commitment to confidentiality, consumer privacy, accurate documentation, and unbiased assistance.

- Ability to successfully complete and maintain all Health Insurance Navigator training and certification requirements and other training required by VPLC or program funders.
- Ability to work collaboratively with attorneys, advocates, Navigators, and community partners while also working independently and exercising sound judgment.
- Relevant competencies may be demonstrated through professional, volunteer, community-based, educational, or lived experience.

Preferred:

- Prior knowledge of or experience with the Affordable Care Act, Health Insurance Marketplace, Medicare, Medicaid, long-term care, or other public benefit programs.
- Experience assisting older adults, people with disabilities, caregivers, or people navigating long-term services and supports.
- Prior experience as a Health Insurance Navigator, Certified Application Counselor, benefits counselor, case manager, legal aid intake specialist, or similar role.
- Experience working with legal services programs, aging-service organizations, health care providers, or community-based organizations.
- Experience helping people who have been denied, terminated from, or experienced problems with health coverage or other safety-net benefits.
- Fluency in a language in addition to English is a plus.

Remote Work and Schedule

This is a full-time position with the option to work remotely in Virginia. The position requires reliable availability during the Senior Legal Helpline's regular operating hours and may require occasional in-person meetings, trainings, outreach events, or other activities in Virginia. Some evening or weekend work may occasionally be required for outreach or enrollment events.

A Note to Potential Candidates

VPLC is committed to building a diverse and inclusive organization and encourages candidates to apply even if they do not believe they meet every qualification listed above. People with lived experience navigating Medicaid, Medicare, the Marketplace, long-term care, disability services, or other public benefits are strongly encouraged to apply.

Salary and Benefits

Salary range: \$60,000 - \$67,000. Placement within the salary range will be based on factors such as relevant experience, budget, and internal equity.

VPLC offers an outstanding benefit package, including:

- Generous paid time off every year.
- 90% employer-paid health, dental, and vision insurance for employees and 80% employer-paid coverage for their families.
- 403(b) retirement plan with a 6% employer contribution with no required employee match.
- Potential eligibility for student loan repayment assistance.
- Strong commitment to professional development.

To Apply

Please email your cover letter and resume to hire@vplc.org. In your cover letter, please share briefly what draws you to VPLC's mission and to work supporting older Virginians with health coverage and public benefits.

Submission Deadline

Applications will be accepted on a rolling basis until the position is filled; however, priority review will begin on November 9, 2026.

The Virginia Poverty Law Center provides equal employment opportunities to all applicants and employees and strictly prohibits any type of harassment or discrimination in regard to race, religion, age, color, sex, disability status, national origin, genetics, sexual orientation, protected veteran status, gender expression, gender identity, or any other characteristic protected under federal, state, and/or local laws.