

Health Program: Navigator Volunteer Onboarding Timeline

This is a projected timeline to inform your planning and volunteer onboarding. Timeline may vary by person and situation. Thank you for your interest in Pisgah Legal Services.

	PROCESS OR EVENT	TIME TO COMPLETE	DATE WHEN AVAILABLE
1.	Review job description and if interested complete Volunteer Application (linked on website) -include relevant background and interest in program	About 15 minutes to complete on-line	Anytime
2.	Volunteer coordinator will reach out to schedule and complete "interview" with applicant. (Talk about any potential conflicts of interest)	30 mins- 1hour	Anytime
3.	Sign Navigator Agreement form, sign confidentiality agreement, and sign Authorization form to Release Criminal Information and Perform Background Check and return these forms to the volunteer coordinator. (Volunteer coordinator will send to you)	Few minutes	Anytime
4.	Receive a Navigator ID# once background check is complete and start on-line CMS training	~20hours	Anytime (except July/Aug when CMS usually goes dark for the next plan year)
5.	Take part in <i>optional</i> Enrollment Training- on-line webinars https://www.healthreformbeyondthebasics.org/	2-10 hours	Anytime
6.	Shadow an experienced Navigator until you feel comfortable with our process, minimum of 2 shadow shifts required	Around 2 hours each appt	Scheduled Through Volunteer Coordinator & Program Staff
7.	Have experienced staff Navigator observe your appointments until you are comfortable, minimum of 2 observations required	Around 2 hours each appt	Scheduled Through Volunteer Coordinator &

			Program Staff
8.	Attend monthly meetings and stay in contact for regular updates.	1 hour monthly	First Friday of every month 12pm-1pm
9.	Receive and review weekly newsletter	Few minutes	Weekly
10.	Attend Mandatory Enrollment Training	8 hours	October



Pisgah Legal Services
Health Justice Program

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