

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. Note that for the most part, we are only able to onboard new volunteers in the late summer and early fall, before Open Enrollment begins on November 1.

	PROCESS OR EVENT	TIME TO COMPLETE	DATE WHEN AVAILABLE
1.	Review job description and complete Volunteer Application at www.pisgahlegal.org/volunteer/healthjustice	15 minutes	Anytime
2.	Volunteer coordinator will reach out to schedule and complete "interview" with applicant, and talk about any potential conflicts of interest	30 minutes	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	Few minutes	August – October
4.	Receive a PLS email address and set up a multi-factor authentication	Few minutes	August – October
5.	Watch the training videos in Sharepoint (available after you receive your PLS email address)	5 hours	August – October
6.	Receive a Navigator ID# once background check is complete and complete on-line CMS training	~20hours	September – October
7.	Attend (or watch the recording) of mandatory staff and volunteer annual training	8-10 hours	End of October
8.	Shadow an experienced Navigator until you feel comfortable with our process, minimum of 2 shadow shifts required	Around 2 hours each appt	November
9.	Have experienced staff Navigator observe your appointments until you are comfortable, minimum of 2 observations required	Around 2 hours each appt	November
10.	Attend bi-weekly meetings and stay in contact for regular updates	1 hour every other week	November - January

