

## Primary Care Association Outreach and Enrollment Position Descriptions

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## **SENIOR PROGRAM COORDINATOR – Health Reform Implementation**

**Reports to:** [REDACTED]

**Classification:** Full-time, Non- Exempt

**Association’s Mission:** To lead and position community clinics, health centers, and networks through advocacy, education and services as key players in the health care delivery system to improve the health status of their communities.

**Purpose of Position:** This position coordinates and implements program vision and infrastructure to support the development of [REDACTED] health reform implementation programs, including Outreach and Enrollment (O&E) and Patient-Centered Health Home (PCHH) programs, as well as supporting additional activities of [REDACTED] Programs department.

### **Primary Responsibilities:**

1. Serve as the [REDACTED] lead coordinator for Outreach and Enrollment program, including planning member trainings, managing the O&E internal workgroup, tracking program progress, evaluating member satisfaction, updating [REDACTED] staff and board regarding O&E program development and facilitating strategic program planning.
2. Provide technical assistance, training and support to [REDACTED] members regarding Outreach and Enrollment activities.
3. Identify and coordinate assigned program materials for the Outreach and Enrollment program. Identify and vet useful tools, presentations, periodicals, best practices and other relevant information. This includes managing content on Association’s website.
4. Monitor and track PCHH program deliverables and conduct program evaluation. Provide back up support for PCHH-related marketing and outreach, practice coaching support and technical assistance activities.
5. In collaboration with Associate Director of Programs and [REDACTED] policy staff, monitor health reform implementation in [REDACTED], developing and testing programmatic support as needed.
6. Write, edit, and coordinate development of meeting minutes, course descriptions, promotional materials, grant reports, educational materials, training manuals, newsletter articles and/or brochures as appropriate to project.
7. Collect and analyze data; prepare scheduled and special reports; prepare information for grant reports; maintain program/project records and statistical information.

### **Additional Responsibilities:**

1. Attends and participates in all staff meetings of the Association.
2. Reports regularly to [REDACTED]
3. Participates in Association events and represents the Association as requested.
4. Other duties as assigned.

### **Skills and Talents Required:**

1. Effective oral and written communications.
2. Project management skills.
3. Training and facilitation experience.
4. Highly organized and assertive
5. Effective problem solving skills.
6. Strong time management skills.
7. Proficient in commonly used software products and databases.

**Ability to:**

1. Resolve conflicts in a precise and timely manner.
2. Manage multiple tasks.
3. Establish effective relationships and communication with [REDACTED] membership.
4. Establish rapport with others in business and community settings.
5. Travel periodically for regional meetings and trainings, including driving an automobile.

**Education and Experience:**

Bachelor's degree preferred. A minimum of three years' experience in program development, management, and evaluation. A working knowledge of program development and clinical programs preferred.

Submit cover letter, resume, references, and salary range to [REDACTED]

Position Title: MANAGER OF OUTREACH AND ENROLLMENT

Reports to: [REDACTED]

Objective: To support and facilitate outreach and enrollment activities to eligible health center patients and other consumers into affordable health insurance through the Health Insurance Marketplace.

Educational Requirements: Bachelor's Degree preferred but will consider experience in the absence of a degree.

Experience: Strong background and experience in community outreach to low-income populations. A working knowledge of federally qualified health centers and their role in the communities they serve. Ability to work with health centers' outreach/marketing/event planning staff to develop and implement plan to identify and enroll health center patients and community residents into affordable health insurance. Should be familiar with the Affordable Care Act and able to convey key messages in the Affordable Care Act to outreach staff. Some experience developing and implementing training activities, tracking information and providing follow-up as needed. Excellent writing skills. Must have knowledge of computer programs such as Microsoft word, Excel, and Access. Excellent interpersonal and supervisory skills. Must have a reliable vehicle, [REDACTED] driver's license in good standing, and be willing to travel to health center locations throughout the state.

**Essential Functions:**

1. Ensuring that health centers have timely and necessary information about their state's consumer assistance training requirements and rollout of new affordable insurance options;
2. Coordinating health center outreach and enrollment activities with other consumer assistance efforts in the state;
3. Providing technical assistance and training on effective health center outreach and enrollment strategies and targeted technical assistance to individual health centers that experience challenges in meeting outreach and enrollment projections;
4. Monitoring successes and barriers to health center outreach and enrollment activities;
5. Collaborating with [REDACTED] staff to develop flyers, mass mailings, and other avenues to communicate with the health centers and the public;
6. Ordering materials such as brochures and pamphlets for dissemination to patients and consumers;
7. Generate reports as required by the funding source;
8. Develop web-based tracking and follow-up procedures;
9. Meet weekly with supervisor to report on activities, challenges and accomplishments.

**State-wide Health Insurance Outreach and Enrollment Program Manager:**

The [REDACTED] Health Insurance Marketplace opens online on October 1<sup>st</sup>, 2013, and will provide consumers with the ability to compare plans and costs, and determine eligibility for financial assistance. This presents an exciting opportunity for all consumers, and especially those who have traditionally been excluded from fully accessing the healthcare system. To achieve the goal of guiding consumers through this process, the [REDACTED] Primary Care Association in [REDACTED], seeks a dynamic, energetic, innovative Outreach and Enrollment Program Manager. The successful candidate will be responsible for coordinating training, information sharing, and advising on process implementation for a state-wide consortium of outreach and enrollment workers who are charged with this vital work. The successful candidate is skilled in project management, grass-roots/community organizing, management and leadership. In-state travel required. Bachelor's degree min required. Understanding and knowledge of the Community Health Center mission of high quality healthcare for all, CHC work experience is desirable. One-year project period. Competitive salary. Send cover letter, resume and references to [REDACTED]

## **Outreach and Education Specialist**

### **Position Description:**

The Outreach and Education Specialist will coordinate outreach, education, and enrollment activities and programs among [REDACTED] health center network including training to support health center operations, outreach and health insurance enrollment assistance for [REDACTED] consumers. The Outreach and Education Specialist will also engage in training and technical assistance planning and support other member services as outlined below.

### **Responsibilities:**

#### Outreach, Education and Enrollment Services:

- Plan, coordinate and/or provide training for [REDACTED] members in operational requirements, health insurance outreach and enrollment and other related areas
- Provide enrollment assistance (including but not limited to completing coverage applications, gathering required documentation and troubleshooting the enrollment process) as a certified application counselor for uninsured children and adults to access subsidized, low-cost and free health insurance programs through the health insurance marketplace, Medicaid and the Children's Health Insurance Program (CHIP);
- Collaborate with various local organizations to build awareness of health insurance coverage options, outreach strategies, referral links and increase insurance enrollment among uninsured consumers;
- Develop, distribute and provide educational information for community outreach and education including but not limited to in-service trainings, pamphlets, brochures, ads, website information, and radio broadcasts;

#### Event Planning:

- Plan, coordinate and support statewide and regional training sessions including, but not limited to scheduling dates, obtaining meeting facilities, obtaining corporate and partner sponsorships, conference theme and agenda development, securing qualified speakers, developing marketing materials and program brochures, ad sales and meeting facilitation

#### Member Services:

- Provide communication support to staff, members, and stakeholders regarding [REDACTED], health centers and other members
- Distribute training, technical assistance and general program information to members and consumers through [REDACTED] web sites, daily news feed, newsletters and other approved communication tools
- Assist with member and partner development, including but not limited to development, maintenance, support and growth of [REDACTED] membership and partners programs.

**Education and Experience:**

Bachelor's degree in Marketing, Communications, Public Health or related discipline with two (2) years of experience in related field, or minimum 5 years of marketing and direct consumer enrollment experience. Prefer candidates with experience in health care settings or who have provided support to health care providers.

**Knowledge, Skills, and Abilities:**

- Knowledge and understanding of planning, implementing and evaluating outreach/communication projects
- Skilled in event/conference planning, including agenda development, speaker identification, contract management, budgets, logistics and securing meeting vendors and sponsorships
- Excellent written and oral communication skills
- Strong interpersonal, supervisory, planning, and training skills; excellent organizational skills
- Strong computer skills required; familiarity with database programs necessary. Current computer programs include working knowledge of Microsoft Office Suite applications (i.e. Microsoft Word, Microsoft Excel, Microsoft PowerPoint). In addition to stated applications, prefer candidate with experience using Adobe Suites.
- Ability and experience working with a variety of groups (i.e., community leaders, media, state and federal agencies, non-profit groups) and diverse populations
- Technically proficient with proven ability to manage websites

**Desired Characteristics:**

- Adept at critical thinking, analysis and creative problem solving; Strong “whatever it takes” work ethic; Obsessive customer service attitude; Ability to focus and prioritize multiple projects under pressure; Possess poise and professionalism; Intrinsic drive to meet the needs of members by exceeding their expectations; Team player but independent thinker; Desire to be passionate about what you do to earn a living

Applicants may submit their resumes to [REDACTED]

**Program:** [REDACTED] Outreach and Enrollment for Medicaid and Dual Eligible Programs

**Category:** Full time

**Job Title:** Program Coordinator

**Supervisor:** [REDACTED]

**Salary:** [REDACTED]

**A. Description:** The Program Coordinator is responsible for carrying out the activities of the outreach and enrollment program and providing support for community development activities funded by the Bureau of Primary Health Care (BPHC) through HRSA. Responsibilities include providing supervision, site visits, training and technical assistance to community health centers (CHC's), outstationed eligibility workers, community healthcorps workers, outreach workers; providing input to the [REDACTED] Director and Board on outreach and enrollment issues of concern to Community Health Centers; advocating with the state legislature and state agencies, on behalf of Community Health Centers and their patients.

**B. Qualifications:** Masters level social worker or a masters in a related field. At the discretion of the [REDACTED], extensive or exceptional experience may be accepted in lieu of the above degree requirements.

**C. Duties:**

1. Provide a comprehensive system of training, supervision, technical assistance and other support to Community Health Centers, Outstationed Eligibility Workers, Community Healthcorps Workers, Outreach Workers in the acceptance and initial processing of Medicare/Medicaid dual eligibles and [REDACTED] Health Benefits Program applications and in developing effective community outreach programs.
2. Work with other appropriate groups to remove obstacles to Community Health Centers' participation as outreach sites for [REDACTED] Health Benefits Program and to maximize each Center's participation in the eligibility determination and enrollment processes.
3. Distribute educational materials such as brochures about the [REDACTED] Health Benefits program and dual eligibles; newsletter articles explaining the benefits of the programs and how to apply.
4. Provide supervision, workshops and site visits for training and technical assistance for Community Health Center staff, Outstationed Eligibility Workers, Community Healthcorps Workers, and Outreach Workers.
5. Provide periodic updates on (a) changes in the [REDACTED] Health Benefits Program and dual eligibles (b) answers to commonly asked questions and (c) tips on implementing community outreach and enrollment programs.
6. Monitor enrollment in [REDACTED] Health Benefits Program and Medicare/Medicaid Dual Eligibles Program for Community Health Center patients and distribute this information to the Centers as appropriate.
7. Provide ongoing information to CHC and others about the [REDACTED] Health Benefits Program, especially around eligibility issues.
8. Develop and submit timely reports (at least quarterly) regarding Project status to the Executive Director of [REDACTED] and, when required, to the Bureau of Primary Health Care.

9. Submit monthly reports on presentations, training and other activities to the Executive Director of [REDACTED].
10. Provide assistance in making referrals to appropriate agencies for assistance in addressing adverse decisions received by individual applicants.
11. Develop linkages with other agencies interested in providing [REDACTED] Health Benefits Program out stationing services or Medicare/Medicaid Dual Eligibles Program.
12. Assist community groups in implementing preferred interventions.
13. Develop and maintain databases to monitor outreach and enrollment activities and responses to the Bureau of Primary Health Care reporting requirements.
14. Educate policy makers and officials about the needs of the underserved.
15. Advocate on behalf of the underserved especially where state policies are concerned.

**D. Worker Competencies:**

1. Ability to work easily and well with various groups of professional and lay persons
2. Ability to work easily and well with diverse cultures
3. Ability to grasp policies and their implications for both consumers and providers
4. Communication Skills
  - a) ability to listen to both providers and consumers objectively
  - b) ability to appropriately intervene in problem solving and to empower consumers to problem solve on their own behalf
  - c) ability to develop clear presentations
  - d) ability to program public speaking
5. Ability to develop collaborative processes drawing on skills of a variety of people
6. Willingness and energy to travel

## **POSITION SUMMARY**

The Outreach, Education and Enrollment (OEE) Program Specialist is responsible for providing assistance and programmatic support to [REDACTED] Access Team including (but not limited to) projects focused on health insurance coverage outreach and enrollment, patient education, health navigation and voter registration.

## **RESPONSIBILITIES AND DUTIES**

1. Provides educational support to the outreach and enrollment program.
  - a. Assists in the coordination of OEE stakeholder forums, in-person trainings and other events.
  - b. Participates and provides discussion resources for OEE project meetings, committee gatherings and engagements with government partners as needed.
  - c. Identifies, develops and coordinates regular training opportunities focused on outreach and enrollment, patient education, health navigation, voter registration and other topics as appropriate.
  - d. Monitors and disseminates pertinent training opportunities for members and partners through multiple channels.
2. Provides technical assistance to the Health Centers outreach and enrollment staff.
  - a. Facilitates a peer network of Health Center outreach and enrollment staff to build support and share resources among network members.
  - b. Coordinates network meetings, conference calls and webinars.
  - c. Provides technical assistance via email, phone and conference call to answer questions and resolve barriers for organizations engaged in coverage outreach, patient education and enrollment assistance.
  - d. Conducts site visits as outlined for the OEE project and as requested by [REDACTED] members.
3. Develops and maintains resources.
  - a. Networks with federal, state and local agencies and partners to determine needs and understand infrastructures for outreach and enrollment.
  - b. Curates and disseminates resources and tool kits to support members and partners in outreach and enrollment.
  - c. Monitors, incorporates and shares pertinent resources and materials with members and partners through multiple channels.
4. Drafts and publishes communications.
  - a. Drafts OEE meeting summaries, site visit reports, testimonials/stories and best practices as outlined in the OEE project scope of work. In addition, obtain necessary approvals prior to publishing.
  - b. Publishes meaningful technical assistance responses, Q&As and other materials to social media, blogs, websites and other venues to grow the member and partner knowledge base.
5. Provides program/project support.
  - a. Implements and reports progress on all required activities in the OEE contractual scope of work.
  - b. Supports [REDACTED] staff and leadership in all activities related to health insurance coverage outreach and enrollment, patient education, health navigation and voter registration.
  - c. Regularly assesses and reports on Health Centers' capacity to provide enrollment assistance.
6. Other duties as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES**

*Knowledge of:*

- Public and private health insurance options, community partnership development, community outreach, health policy, health communication and/or health education.
- Community-based primary health care systems and the needs of medically underserved populations.
- Word processing, spreadsheets, data base software, and the use of electronic communication technology including basic website editing/maintenance and social media.

*Skill/Ability to:*

- Strong written and verbal communications skills, which includes but is not limited to editing and proofing on written work and training delivery and presentations to groups varying in size.
- Ability to build credibility and trust with members and partners.
- Ability to work with individuals from varied professional backgrounds and diverse cultures.
- Ability to thrive in a complex and rapidly changing environment.
- Ability to develop and maintain productive partner relations.
- Proficient in social networking.

*Education/Experience:*

- A Bachelor’s degree in public health, health education, health communication, health services administration, social work or similar or a combination of relevant education and work experience.
- Experience providing outreach and/or enrollment services to clients and community members.
- Access to an automobile, valid driver’s license, and appropriate liability insurance.

Positions Managed	None
Financial Responsibilities	Personal Expense Reporting and Allocations
Nature of the Work	20-30% travel Primarily Sedentary in nature; however, position does require periods of time where an individual may have to stand for a presentation or training; requires lifting and transporting of necessary materials/equipment

*The above statements are intended to describe the general nature and level of work being performed by people in this job. The statements are not an exhaustive list of all responsibilities, duties, and skills required of personnel in this position. This job description may be changed and additional duties may be added or assigned from time to time. The above description does not affect or diminish the at-will status of the employment relationship between [redacted] and its employees.*

**Title:** Director, Health Care Innovations

**Reports to:** Sr. Director for External Affairs

**FLSA Status:** Exempt

### **Primary Purpose**

Develops, implements and coordinates a variety of outreach and enrollment programs designed to identify under-served population segments and provide assistance for accessing services. Represents ████████ to a variety of community resources to increase awareness and promote support for comprehensive, sustained community programs designed and targeted to meet the primary health care needs of under-served ████████ populations. Develops new collaborative efforts and partnerships to advance the goals of ████████ and its members

### **Essential Functions**

#### Outreach and Partnership Development

1. Provides guidance and council regarding the Affordable Care Act and Health Benefit Exchanges to ████████ executive staff and members.
2. Identifies opportunities for ████████ and members to participate in collaborations, partnership and coalitions related to the implementation of the Affordable Care Act and Health Benefit Exchanges.
3. Maintains the ████████████████████ campaign; seeks funding and advises ████████ on progress and sustainability.
4. Identifies and prepares a variety of grant applications requesting funding support to specific program objectives and targeted outcomes.
5. Provides training to targeted audiences regarding public health care programs in Community Health Centers and other similar organizations to increase awareness of program eligibility requirements and services covered.
6. Periodically, prepares and presents progress reports to ████████ staff and Board of Directors, including the preparation of ████████████████████ quarterly statistics for management staff of the health centers.
7. Actively participates in a variety of coalitions and interest groups to develop relationships with groups involved in Outreach and Enrollment.

### **Related Information**

#### Physical and Environmental:

Performs essential functions in a climate-controlled office setting requiring long periods of sitting and frequent use of office technology requiring ability to perform keyboard related tasks. Functions performed require the ability to regularly stoop, bend and reach; additionally, functions include lifting, pushing, pulling and carrying light to medium weight objects (up to approximately 25 pounds) on a regular basis. Regularly required to operate a motor vehicle to attend program functions.

#### Competencies:

1. Demonstrated ability to apply knowledge of the principles, practices and methods associated

with grant research and grant writing.

2. Demonstrated ability to apply knowledge of the principles, practices and methods of project management.
3. Demonstrates ability to apply to develop effective working relationships with a variety of individuals to gain support and interest in program's objectives.
4. Demonstrates ability to apply knowledge of a variety of federal, state and local resources, programs and services involved with Outreach and Enrollment initiatives.
5. Demonstrated ability to use intermediate functions and features of the MSOffice suite including word processing, spreadsheet, presentation and database applications.
6. Demonstrated ability to work independently with little direct supervision in the efficient and thorough completion of tasks.
7. Demonstrated ability to prioritize multiple tasks, assignments and projects to meet established quality and time requirements.
8. Demonstrated ability to work in a team environment.

Supervisory Responsibilities: Not applicable

Minimum Qualifications:

1. Bachelor's Degree in Business Administration, Public Health or closely related field with knowledge of health care project management OR equivalent combination of education and experience. Masters Degree preferred.
2. Must have at least 5 years previous experience in health care setting; preferably involving state and federal health care programs.

## **Marketing/Outreach Representative**

### **Position Description:**

The Marketing and Outreach Representative supports a broad range of marketing activities and/or promotes sales and creates goodwill for [REDACTED] programs and services among patients and the community. This is a professional level, non-supervisory position. The Marketing and Outreach Representative is responsible for identifying, educating and performing outreach activities – targeting public relations, marketing and educational efforts to targeted populations of people who could be eligible for [REDACTED] services. This individual is responsible for developing and maintaining community relationships to increase enrollment in [REDACTED] health care programs and overall increased patient visits, tracking outreach efforts that increase enrollment and the collection of patient enrollment information necessary for the accurate determination of health plan eligibility and the successful completion of billing functions. Additionally, this position assists patients in all phases of the application process, including explanation of payment plan options, requirements and clinic fee policies. This position is responsible for the successful execution of [REDACTED] goals and objectives outlined in the [REDACTED] Outreach Program.

### **Duties:**

The Marketing and Outreach Representative will: direct [REDACTED] Outreach Program to fulfill the goals and objectives of [REDACTED] Outreach Program; coordinate outreach efforts including speaking engagements, marketing and public relations activities, educational opportunities, etc. to target and educate individuals and families without health insurance about the availability of [REDACTED] programs and services; be responsible for developing relationships with local organizations, schools, human service agencies, churches, day care centers, and businesses in order to effectively target families and individuals without health insurance; be responsible for the collection and accuracy and analysis of pertinent demographic and plan information for new patients according to goals and objectives; determine plan eligibility for patients and family members, which includes completing appropriate applications and educating applicants on the application process; communicate with and train as necessary, front desk, phones and enrollment peers on new systems for tracking outreach efforts; enter financial and plan information into database system while adhering to data entry procedures; provide weekly activities plan to appropriate staff, including supervisor; ensure application delivery to the [REDACTED] Department of Social Services in conjunction with enrollment team; contribute to a healthy organizational culture and achievement of the [REDACTED] mission through the utilization of established lines of communication, professional attitude toward job tasks and respectful behavior toward staff and patients; assist with enrollment and phone duties when required; develop appropriate promotional material under the direction of the Development Director; and attend all related meetings including development, marketing, enrollment as needed. Some travel is required; about 30% of the time.

Please mail, fax, or email resume and application.

College degree in sales and/or marketing required. Cross-cultural sensitivity is necessary. Fluency in written and verbal English and Spanish. Excellent communication, organization, attention to detail, and customer service skills are essential. Established relationships within the community is a plus. Experience with the underserved population is helpful. Knowledge of state and federal patient assistance programs is required. Minimum one year customer service necessary. Must have valid state of [REDACTED] driver's license. Basic computer literacy. Experience in a medical setting/community healthcare and/or non-profit organization preferred.

## Community Health Center Outreach and Enrollment Training Coordinator

### Position Description:

The Community Health Center Outreach and Enrollment Training Coordinator must be self-motivated and able to manage multiple tasks, able to work with diverse people, carry a heavy workload and travel. Responsibilities include, but are not limited to, supporting the outreach and enrollment efforts of [REDACTED] and [REDACTED] project's coalition; coordinating training with CHCs and the [REDACTED] to ensure members are up to date on the latest information about Medicaid, CHP+, the health insurance marketplace, and health care reform; best practice and information sharing; and monitoring and reporting on barriers to enrollment and retention in public health coverage programs. This position is funded through a grant through June 30, 2014. In-state travel is required.

The Community Health Center Outreach and Enrollment Training Coordinator will be a team

### General Duties:

The position's primary activity is providing training to support the outreach and enrollment efforts of [REDACTED] Community Health Centers (CHCs) to increase the number of families successfully enrolled in and retaining health insurance. This includes, but is not limited to, the following duties:

1. Tracks and reports on successes and barriers [REDACTED] members have with outreach, enrollment and re-enrollment issues and strategies.
2. Facilitates sharing best practices and information for outreach, enrollment and re-enrollment strategies among [REDACTED] members.
3. Coordinates outreach and enrollment forums, in-person trainings, webinars, and other events.
4. Develops, coordinates, and delivers regular training opportunities focused on outreach and enrollment, education about insurance coverage and affordability options, and other topics as appropriate for CHCs and [REDACTED] members.
5. Monitors and disseminates pertinent training opportunities given by other entities to CHCs and [REDACTED] members through multiple channels.
6. Provides technical assistance to outreach and enrollment staff to assist with answering questions and resolving barriers, including at least three in-person site visits and via phone and email.
7. Evaluates trainings and solicits input from the CHCs to identify gaps in knowledge and identify what additional materials and resources need to be developed to support outreach and enrollment efforts.
8. Works in coordination with the [REDACTED] Outreach Coordinator to provide CHCs with updates on [REDACTED], health care reform and Medicaid/CHP+ policies and changes in clear, easy-to-understand language.
9. Assists with grant tracking and reporting as directed by the [REDACTED] Project Manager.

10. Reports corporate compliance concerns to [REDACTED] Corporate Compliance Officer; any [REDACTED] employee who reports a compliance concern in good faith is protected by law from retaliation.
11. Assumes other responsibilities as assigned by the [REDACTED] Project Manager.

To Apply: Please submit

1. Cover letter
2. Updated resume
3. Three references
4. Responses to the following questions. Please limit your response to no more than one page total.

•Based on your knowledge of health care reform implementation in [REDACTED], what is the biggest opportunity and the biggest challenge for [REDACTED] Community Health Centers?

•Briefly describe your approach to developing training content and facilitating adult learning.

Minimum Qualifications:

1. Bachelor's degree in appropriate field (associate's degree with extensive experience in a relevant field may be substituted)
2. Knowledge of public and private health insurance options, the Affordable Care Act, health policy, and/or health education.
3. Experience training adults preferred.
4. Ability to work with minimal supervision and maximum accountability.
5. Excellent organizational skills.
6. Strong written and verbal communication skills which includes but is not limited to editing and proofing written work, and delivering training and presentations to groups of various sizes.
7. Ability to build credibility and trust with members and partners.
8. Ability to work with individuals from varied professional backgrounds and diverse cultures.
9. Ability to thrive in a complex and rapidly changing environment.
10. Ability to develop and maintain productive partner relations.
11. Excellent computer skills, particularly with all software in Microsoft Office 2010, including Word, Excel and Outlook.
12. Demonstrated ability to work with customer/client groups and/or experience in membership organizations.
13. Ability to work as a team member and work effectively with diverse people.
14. Demonstrated awareness of, and value for, cultural competence.
15. Fluency in written and spoken English.
16. Ability to travel.
17. Physical ability to stoop, kneel, bend, use a computer and perform light lifting.

The ideal CHC Outreach and Enrollment Training Coordinator will display sound judgment; relate well to the public and staff; have a professional demeanor; prioritize customer satisfaction; and be well organized.

## **Outreach and Enrollment Coordinator (Temporary)**

### Responsibilities:

Candidates must be self-motivated, able to manage multiple tasks and work with diverse people, carry a heavy workload, and travel. The Outreach & Enrollment Coordinator is responsible for supporting the outreach and enrollment efforts of [REDACTED]; coordinating training with [REDACTED] to ensure they are up to date on the latest information about Medicaid, the health insurance marketplace, and health care reform; best practice and information sharing; and monitoring and reporting on barriers to enrollment and retention in public health coverage programs. This position is a part-time temporary position (0.60 FTE). This position is funded through a grant through June 30, 2014.

### General Duties:

The position's primary activity is providing outreach and enrollment support to [REDACTED] in a way that furthers the goal of increasing the number of people successfully enrolled in and retaining health insurance. This includes, but is not limited to, the following duties:

1. Tracks and reports on successes and barriers CHCs have with outreach, enrollment and re-enrollment issues and strategies.
2. Facilitates sharing best practices and information for outreach, enrollment and re-enrollment strategies among [REDACTED]
3. Builds and maintains relationships with [REDACTED] outreach and enrollment staff.
4. Develops, curates, and disseminates clear, easy-to-understand resources and materials to support CHCs in outreach and enrollment and messaging strategies, and in understanding the health insurance marketplace, health care reform and Medicaid policies and changes.
5. Facilitates a peer network of [REDACTED] outreach and enrollment staff to build support and share resources among [REDACTED]
6. Networks with federal, regional, and state agencies and partners to share best practices/challenges, determine needs and understand infrastructures for outreach and enrollment.
7. Develops resources and coordinates forums, training opportunities, and other events focused on outreach and enrollment, education about insurance coverage and affordability options, and other topics as appropriate for [REDACTED]
8. Monitors and disseminates pertinent training opportunities given by other entities to [REDACTED] through multiple channels.
9. Evaluates trainings and solicits input from the [REDACTED] to identify gaps in knowledge and identify what additional materials and resources need to be developed to support outreach and enrollment efforts.
10. Assists with grant tracking and reporting as directed by the Executive Director.
11. Reports corporate compliance concerns to [REDACTED] Corporate Compliance Officer.
12. Assumes other responsibilities as assigned by the Executive Director.

Please submit

1. Cover letter
2. Resume
3. Salary history/requirements
4. Three professional references
5. Responses to the following questions. Please limit your response to no more than one page total.

- Based on your knowledge of health care reform, what are the biggest opportunity and the biggest challenge for Community Health Centers [REDACTED]
- Briefly describe how you would approach outreach and communication to [REDACTED] Community Health Centers to support them with health care reform implementation.

Minimum Qualifications:

1. Bachelor's degree in appropriate field (associate's degree with extensive experience in a relevant field may be substituted).
2. Knowledge of public and private health insurance options, the Affordable Care Act, health policy, and/or health education.
3. Experience training adults preferred.
4. Ability to work with minimal supervision and maximum accountability.
5. Excellent organizational skills.
6. Strong written and verbal communication skills which includes but is not limited to editing and proofing on written work and training delivery and presentations to groups varying in size.
7. Ability to build credibility and trust with members and partners.
8. Ability to work with individuals from varied professional backgrounds and diverse cultures.
9. Ability to thrive in a complex and rapidly changing environment.
10. Ability to develop and maintain productive partner relations.
11. Excellent computer skills, particularly with all software in Microsoft Office 2010, including Word, Excel and Outlook.
12. Demonstrated ability to work with customer/client groups and/or experience in membership organizations.
13. Ability to work as a team member and work effectively with diverse people.
14. Demonstrated awareness of, and value for, cultural competence.
15. Fluency in written and spoken English.
16. Ability to travel.
17. Physical ability to stoop, kneel, bend, use a computer and perform light lifting.

The ideal CHC Outreach and Enrollment Coordinator will display sound judgment; relate well to the public and staff; have a professional demeanor; prioritize customer satisfaction; and be well organized.