**Reports To:** Senior Manager of Administrative and Outreach Services

**Purpose:** The purpose of the Outreach and Enrollment (O/E) Assistance Coordinator position is to improve access to health insurance coverage and to preventive and primary health care services for Migrant and Seasonal Farmworkers and their Families (MSFWF) in targeted areas in [state]. This is accomplished by enrolling eligible farmworkers to Medicaid or the Marketplace and providing direct outreach/enabling services.

**Principal Duties and Responsibilities:**

**O/E Assistance Coordination and Services (60%):**

1. Coordinates the [CHC]’s O/E assistance efforts in [region].
2. Successfully completes all required and applicable federal and/or state consumer assistance training opportunities.
3. Secures and maintains expertise in: Medicaid and Marketplace eligibility and enrollment rules and procedures; the range of qualified health plan options and insurance affordability programs; and privacy and security standards.
4. Conducts public education activities to raise farmworker awareness about coverage options available under Medicaid and the Marketplace.
5. Assists eligible MSFWF understand and access affordability options.
6. Provides information to MSFWF in both Spanish and English at an appropriate reading level and assistance in a fair, accurate, and impartial manner.
7. Provides referrals to any applicable office of health insurance consumer assistance or ombudsman established under Section 2793 of the PHS Act to address consumer grievances, complaints, or questions about their health plan, coverage, or a determination.
8. Provides case management services (follow-up, referral, etc.) to eligible MSFWF.
9. Assists eligible MSFWF with the application process for Medicaid or the Marketplace. This includes providing support in securing required documentation for enrollment.
10. Maintains accurate data on MSFWF receiving O/E assistance services and securing health coverage. This includes compiling data necessary to complete quarterly reports to the BPHC.
11. Provides training and technical assistance to other O/E assistance staff employed by the [CHC].

**General Outreach/Enabling Services (40%):**

1. Provides direct outreach, case management, and health education services to MSFWF to include, but are not limited to the following activities: eligibility determination (for [CHC] services); transportation; Spanish/English interpretation/translation; completion of needs assessment questionnaires; referral to health or social services; and health education.
2. Collects outreach data and provides activity reports.
3. Collects and enters [CHC] clinical encounter data (for health care providers) into [CHC database], and generates data reports, as needed.
4. Assists in staffing the [state] Migrant Health Advisory Council.

### Skills/Certifications:

* Proficiency in speaking and writing in both English and Spanish.
* Must possess strong customer service skills.
* Strong organization and time management skills are needed.

#### Education/Experience Required:

* Associate’s degree with at least 2 years of experience in the public health care system or a high school graduate with more than 3 years of experience in the public health care system.
* Experience with providing and coordinating direct services to farmworker or Hispanic/Latino families.
* Knowledge of/Experience with [state] Medicaid eligibility requirements and enrollment process.