**Position Title:** Outreach and Enrollment Manager

**Outreach and Enrollment Manager (Bilingual)**

**JOB SUMMARY:** The Outreach and Enrollment Manager role is the perfect position for a strong leader who can think critically and strategically, learn, and disseminate new material, motivate people, develop relationships, and connect various stakeholders. This is a job for someone who is passionate about health care as a human right, community engagement, and is authentic at lifting people up. This is an exciting time to join [CHC] as we are moving into a new building, offering endless opportunity on health promotion, community outreach and enrollment coordination. This position has a clear path to make an impact in the community, the manager is responsible for leading the community health promotoras and enrollment specialists.

# ESSENTIAL DUTIES & RESPONSIBILITIES:

**Strategic Planning and Evaluation**

* In partnership with the Communication Director develop a strategy for patient outreach and community partnerships development and delegate work to the team to achieve this strategy.
* In collaboration with the Communications Director and Executive team, set targets to increase patient volume, improve revenue, and increase awareness of [CHC].
* Evaluate the program and recommend reallocation of resources as appropriate to achieve program goals.

# Staff Supervision, Community Partnerships and Health Promotion

* Supervise the health promotions team and enrollment specialists. Provide training, coaching, track metrics and provide feedback on outcomes. Manage schedules for the team and coverage for call outs.
* Develop a community outreach and enrollment strategy and implementation plan.
* Identifying strategic partners and develop a system for managing relationships with each strategic partner.
* Manage [CHC] collateral system and ongoing distribution of [CHC] materials to partners.
* Report to the Communication Director when new partnership opportunities arise and serve as primary [CHC] liaison to partners.
* Support the Communication Director to, based on community health assessment, prioritize which health information topics to teach in the community. Develop or identify existing curriculum, teach to Health Promotion team. Assess impact.

# Enrollment

* Stay up to date on all policy updates for state and federal medical assistance programs and reflect those changes in [CHC] policies, procedures, and workflows.
* Develop or identify existing materials to provide community outreach to explain the importance and functioning of health insurance.
* In collaboration with team members and Communication Director, develop program to outreach eligible individuals and assist those individuals in applying for health Insurance.
* Maintain communication with partner organizations to ensure that patients’ needs are met, and they are enrolled in the appropriate programs.

# OTHER DUTIES AND RESPONSIBILITIES

* Attend required internal meetings, trainings, and events.
* Perform other communications tasks as assigned.

# EDUCATION AND EXPERIENCE:

* Bachelor’s degree preferred. Experience can be considered as a degree substitute. Bachelor and 4 years of relevant experience or HS diploma or equivalent and 8 years of relevant experience.
  + Experience years in at least one of the following areas: community outreach and enrollment, community liaison type of experience, enrollment assistance, program eligibility communications, public relations, marketing, social media, community organizing, health education, public service, social work, event planning, partnership development, project management.
    - Preferred: Bilingual in Spanish and English
  + Applicants must demonstrate fluency at the time of the pre- employment screening process. Spanish language proficiency will be determined through standardized demonstration and written and oral testing
  + Bicultural lived experience
  + This position requires a high degree of sensitivity and understanding of specific barriers that prevent access and engagement by people with different racial or ethnic backgrounds, people who are LBGTQ+, have one or more disabilities or whose first language may be a language other than English

# KNOWLEDGE, SKILLS, AND ABILITIES:

* Experience with either health promotions or insurance enrollment and demonstrated ability to learn other aspect.
* Experience managing and motivating a team.
* Critical thinking and problem-solving skills. Willingness to think outside the box and try something new.
* Excellent relationship management for coordinating information and requests across the organization internally as well as developing and nurturing external partnerships.
* Excellent change manager with ability to help internal teams understand how their role contributes to the customer experience.
* Influence without authority, candor, maintaining confidentiality, discretion.
* Experience teaching or training adults. Ability to map out processes.
* Ability to translate complex policies for staff and patient audiences.
* Ability to track performance metrics and develop process improvement plans.
* Ability to identify and appropriately escalate issues.
* Strong speaking, writing and proofreading skills. Attention to detail. Professional level Spanish preferred.
* Budget, timeline, and project management.
* Comfortable working in a multi-cultural workplace among patients and peers with diverse language, education, cultural and socio-economic backgrounds.