**Job Description:** [CHC] offers a wide variety of programs and services to community members and patients including programs such as Medicaid, Child Health Plan +, and [CHC] Clinic Rate through a streamlined enrollment visit. The **Program Enrollment Manager** assists the Vice President of Operations with training, supervision, coordination, team building, policy and procedure development, expansion project management, outreach/in-reach strategies and development and overall implementation of programs and services at [CHC]. Adheres to the spirit of the [CHC] mission statement while performing assigned duties and demonstrates thoughtfulness and consideration of each employee.

**The goals of this position are to:**  
Prepare [CHC] for insurance program expansions through the Affordable Care Act  
Ensure that all patients are screened for eligibility, educated about and enrolled in all [CHC] programs and services whenever possible through a streamlined enrollment visit   
Serve as a subject matter expert and in some cases the “program lead” for [CHC] programs and services  
  
**Supervision Received:**  
Works under the direct supervision of the Vice President of Operations.   
  
**Supervision Exercised:**  
May supervise Enrollment Specialists, Health Coverage Guides and/or Outreach Workers as necessary.   
  
**Specific Duties:**  
Prepare [CHC] for insurance program expansions through the Affordable Care Act  
Ensure that all patients are screened for eligibility, educated about and enrolled in all [CHC] programs and services whenever possible through a streamlined enrollment visit  
Serve as a subject matter expert and in some cases the “program lead” for [CHC] programs and services  
Create and maintain a positive, recognition-based, and fun work environment for staff that results in teamwork for enrollment specialists and Health Coverage Guides  
Act as a positive representative, influencer, and valuable contributor to external organizations such as [PCA] when required  
Provide orientation, training and continuous quality improvement techniques for enrollment staff Assist Business Managers with performance reviews for enrollment staff   
Assist the Vice President of Operations and the Center Directors to ensure compliance with internal [CHC] policies and procedures and works with all staff in assigned sites to ensure compliance with policies and procedures regarding programs, enrollment and financial screening  
Attend relevant and required meetings (both internal and external, stakeholder meetings, forums, coalition meetings etc.) trainings and community events  
Subscribe to program newsletters, read and approve program contracts/grant requirements and conduct other activities to serve as the subject matter expert of [CHC] programs and services  
Develop and implement enrollment training materials, presentations, training guides, policies and procedures  
Evaluate the effectiveness and competency of staff trained by means of audits, visit observation etc.  
Oversee call center scheduling of enrollment visits, make recommendations for shifts in the schedule based on community demand  
Collect data, prepare reports, compile and analyze statistics  
Maintains current knowledge and skills of all computer programs being used in the clinic site Performs other duties as assigned

**Knowledge, Skills, and Abilities:**  
Skill in leadership, management and direct supervision of employees including administering disciplinary action and performance evaluations   
Skill in planning, organizing, coordinating and project management  
Excellent oral and written communication skills, including presenting and speaking in public settings   
Customer service experience including working with people in one-on-one settings and group settings  
Ability to explain and summarize detailed concepts like Medicaid Enrollment Process or Essential Health Benefits in a way that the general population can understand  
Bilingual English/Spanish  
Knowledge of organizational policies, procedures, systems, objectives, electronic health records systems and computer systems applications (MS Office, Powerpoint, Chrome etc.).   
Knowledge of clinical work flow.   
Skill in exercising initiative, judgment, problem-solving and data driven decision-making   
Ability to create a department atmosphere which encourages motivation, innovation and high performance.   
Ability to delegate responsibility and authority to staff.   
Sensitivity to low income and ethnic minority community.   
  
**Education:**  
Bachelor’s degree in Business Administration, Health Administration or similar field required. Experience may be substituted for higher education.   
  
**Experience:**  
Five or more years of experience working with programs and services intended for low-income, underserved populations. At least two years of experience in management, leadership and direct supervision. Knowledge of Medicaid, Child Health Plan + and insurance programs required, experience working with grant programs is preferred.   
  
**Licensure/Certification:**  
None needed