**Certified Application Counselor**

**Job Description**

The Affordable Care Act Application Certified Counselor provides outreach, education, referral and enrollment activities to consumers requesting such assistance. This person will conduct public education activities to raise awareness of available Qualified Health Plans within the federal marketplace. Make consumers aware that plans are available for purchase in the outside market and that they may want to talk with a licensed insurance health agent about health insurance options. Outline information that a consumer will need to have available when applying for coverage through the federal marketplace. Explain to consumers the following information: Potential eligibility for public/governmental programs. How the federal health insurance premium tax credit and cost-sharing reductions work and risks, if any. Describe the features and benefits of health insurance coverage in general terms, including cost-sharing mechanisms like deductibles, co-pays or co-insurance and how these work or affect the consumer. Describe the different metal tiers and how the benefits may change at different tiers based on the consumer’s income. Describe what a summary of benefits document is and where to locate a summary of benefits. Explain where to find information about provider networks. Provide information in a manner that is culturally and linguistically appropriate to the needs of the population being served by the federal marketplace. Carries out all other duties and functions as assigned.

**Candidate Qualifications**

Thorough knowledge of: public assistance program policies and procedures; interviewing techniques to elicit and probe for personal, financial, medical, or other sensitive information and case management practices, including case file/computer records management; available public and private sector community resources. Knowledge of: case management processes and techniques; evaluation processes and techniques; employment and training resources in the community; labor market resources; support services resources. Ability to establish customer relationships; explain basic budgeting and personal finance; speak and write clearly; work independently with established policies, procedures and guidelines; organize work and establish priorities. Ability to utilize the [CHC]’s computerized records system. Ability to establish and maintain effective working relationships with fellow employees, customers, staff of other agencies and the general public; skill in conflict resolution and problem-solving in individual and group settings. Ability to develop and retain knowledge of eligibility factors and standards of agency administered programs. Ability to communicate orally and in writing with clients, department personnel, social work interns, supervisors, physicians, psychologists, psychiatrists, attorneys, news media representatives, Social Service personnel, educators and school guidance personnel, law enforcement personnel, health care providers and the general public in a polite and effective manner. Ability to maintain discretion regarding business-related files, reports, and conversations, within the provisions of open records laws and other applicable State and Federal Statutes and Regulations. Ability to add and subtract, multiply and divide, and calculate percentages, fractions, and decimals. Ability to understand and carry out directions in a timely manner. Ability to operate a variety of office equipment such as computer, photocopier, computer printer, fax machine, telephone, etc. Ability to recognize and identify degrees of similarities or differences between characteristics of colors, forms, sounds, tastes, odors, textures, etc. associated with job-related objects, materials and ingredients. Ability to use functional reasoning and apply rational judgment in performing diversified work activities.

**Candidate Skills**

Bachelor’s Degree in a human services or financial related program with two (2)years of recent work experience in a human service or financial setting; or an Associate’s Degree in a financial or related field with four (4) years recent work experience in a human service or financial setting. Previous work experience with benefit programs and determining benefit eligibility preferred Work experience must include direct customer contact. Must have knowledge of and experience with computers. Must have strong interpersonal and customer service skills. Must have a valid driver's license.