**Essential Duties and Responsibilities:**

Responsible for outreach to adults and families residing in [County] or those who seek healthcare in [County], to increase awareness and the access modes for health insurance options. Assists new and existing patients, and uninsured community members, in the correct completion of Medicaid, CHIP, and/or Health Insurance Marketplaces health insurance applications. Provide information and assistance in a fair, accurate, and impartial manner. Provide information and assistance in a manner that is culturally and linguistically appropriate to diverse communities and accessible to individuals with disabilities. Provide referrals to any applicable office of health insurance consumer assistance. Outreach activities will be conducted in neighborhoods, agencies, churches, [CHC] dental and medical units, and other various community outlets. Identify adults and families in need of health insurance and connect them to enrollment resources. Perform assignments related to the service goals and objectives of the program. Must comply with organizational and departmental policies and regulations. Participates in training and educational opportunities related to the Affordable Care Act Marketplace, CHIP and Medicaid enrollment standards and competencies. Incorporates new learning into daily work. Reads appropriate journals and articles. Stays current on local concerns/issues. Demonstrates and maintains expertise in eligibility and enrollment rules and procedures; the range of qualified health plan options and insurance affordability programs; the needs of underserved and vulnerable population; and privacy and security standards. Demonstrate the capacity to conduct “in reach” with currently uninsured health center patients and “outreach” to non-health center patients who access healthcare in [County]. Shares knowledge and skills with other agency staff.

**Key Duties and Responsibilities:**

• Plan, prepare and implement projects and procedures for effective community outreach and enrollment

• Responsible for documentation of program data and statistics

• Prepare reports and documents as needed or requested

• Evaluates effectiveness of program activities through multiple methods including but not limited to: participating adult and family satisfaction surveys; number of adults and families reached through education and outreach activities; number of adults and families enrolled in Medicaid, CHIP or health insurance options; community service agency satisfaction surveys

• Assist in facilitating workshops, events and other functions pertaining to adult and family outreach and enrollment program

• Coordinate adult and family participation based on individual or family needs assessments and interviews

• Conduct outreach in the community

• Act as a patient advocate

• Provide social support

• Assist in setting follow-up appointments for assessment and/or enrollment purposes

• Assist in transportation needs

• Conduct patient/health insurance option education

• Follow-up with adults and families regarding insurance applications

• Coordinate with other health center personnel and community agencies or volunteers

• Conduct assessments

• Assist adults and families in the re-application process

• A commitment to the mission of the [CHC]

• Other duties as reasonably assigned

**Qualifications**

• To perform this job successfully, an individual must be able to perform each essential duty satisfactorily after training is provided for increased skills sets and duties.

• Must have high school diploma or G.E.D. College graduate preferred.

• Must possess demonstrated ability to relate to individuals and families of varied ethnic, cultural backgrounds, ages and economic circumstances

• Good knowledge of interviewing and recording techniques; of the surrounding community; program policies; and knowledge of health care systems

• Ability to execute “inreach” and “outreach” plans, collect data and prepare reports

• Excellent oral and written communication skills

• Must have a valid driver’s license and transportation

• Must be proficient in MS Word, MS Excel, and become proficient in electronic medical record database software