

**Covering Kids & Families Outreach and Enrollment Specialist
Jackson County United Way****Job Summary:**

The Covering Kids & Families Outreach & Enrollment Specialist is a full-time, grant-funded position. The Outreach & Enrollment Specialist (Specialist) works under direct supervision of the Covering Kids & Families (CKF) Director (JCUW Community Impact Director). This individual will assist in the coordination of outreach and enrollment activities for the CKF local coalition in the community setting. The Specialist will work closely with the CI Director to develop, implement and evaluate outreach, enrollment, and retention of uninsured individuals, families and children into available health coverage programs. The Specialist will coordinate all outreach activities and events and enrollments for state and local assistance programs and provide resource support to individuals and families within the community environment. Responsibilities include providing outreach and assistance to uninsured individuals in collaboration with coalition partners and community resources regarding enrollment in Medicaid, SCHIP, and other public and private health coverage programs.

Responsibilities:

- Attend necessary training approved by Family Social Service Administration and local Office of Family and Children in order to successfully complete Hoosier Healthwise, Healthy Indiana Plan, and Marketplace applications.
- Develop and maintain professional relationships with coalition partners and community resources that have access to uninsured individuals.
- Identify and enroll uninsured individuals, children and their families into viable state and local health care assistance programs.
- Maintain documentation and perform case management on all applications, including eligibility status.
- Educate and support individuals and families regarding options and service availability and renewal requirements.
- Assist individuals and families with community resources and referrals.
- Plan and organize outreach opportunities such as educating partners and community resources on the referral process for enrollment assistance, enrollment events, etc.
- Gather data and document work accomplished for required reports.
- Attend meetings and participate in conference calls as requested.
- Obtain and maintain Indiana Navigator certification and Indiana Application Counselor certification.
- Participate in professional development activities and maintain professional affiliations.
- Maintain confidentiality of all personally identifiable information.
- Perform all other duties as assigned.

Skills / Requirements

- High school diploma or equivalency required. Associates degree or two to five year's equivalent experience in the industry or in a comparable patient account or enrollment position preferred.
- Bilingual (English-Spanish) Required.
- Skill in establishing and maintaining effective working relationships with individuals, families, coalition partners, community resources and the public at large.
- Skill of interviewing and communicating to establish trust and elicit information and cooperation from individuals.
- Demonstrated understanding of enrollment and account operations in a community or health setting.
- Ability to work with computer software programs, such as Word, Excel, etc.
- Ability to interpret and communicate agency rules, regulations and procedures.
- Ability to write reports and collect data.
- Knowledge of community resources and referral agencies.
- Possess strong organizational skill and has skill in developing and implementing new programs.
- Knowledge of group dynamics and project a positive, professional attitude with customers and coworkers.
- Ability to communicate and work creatively with management and departmental staff to achieve objectives.
- Possess understanding of individual's socioeconomic status and lifestyle with respect for individual differences.
- Ability to work nights and weekends.
- Demonstrated ability to travel to work in a variety of locations throughout Jackson County up to 50% of time.
- Ability to lift and carry equipment and supply boxes up to approx. 30 lbs.