

Open Door Health Services Job Description

Title: Enrollment and Outreach Specialist
Department: Operation - Access Services
Reporting Relationship: Chief Operating Officer
Authority: None
Classification: Non-Exempt/ full time

General Summary of Duties: Under direction of the Access Manager, will assist in coordination of the Covering Kids & Families Program. Assist in coordination of all activities and enrollments for Hoosier Healthwise, Healthy Indiana Plan, Medicare Part D, SNAP, TANF, and Medicaid Disability Assistance Program applications. Maintain that all clients receive information about possible assistance programs that can optimize billing for the health center. Assist in planning and organizing patient and community outreach activities and coordinate implementation of such activities.

Typical Physical Demands: May require sitting for long periods of time with occasional bending, stretching or lifting. Ability to hear normal ranges of voice. Requires the ability to work under high stress conditions for various periods of time. May require driving in the community and ability to negotiate steps and walkways not designed for handicap access.

Typical Working Environment: Work performed primarily in a normal office environment, but will occasionally be off-site in various types of settings. May involve occasional need to work evenings or weekends. May require contact with individuals with communicable diseases and other conditions in the clinic setting.

Privacy Category: Functions in the Medical Level. Those areas included in the Privacy Category are listed under Specific Duties/Responsibilities.

Specific Duties/Responsibilities:

- Educate, assist and enroll qualified recipients into appropriate assistance programs, as well as maintain documentation and case management of all applications, including eligibility status.
- Provide staff training approved by FSSA in order to complete the Hoosier Healthwise, Healthy Indiana Plan, TANF, Food Stamps, Medicaid Disability and Presumptive Eligibility applications.
- Assist with planning and organizing of health center/community outreach events with implementation of such events.
- Maintain departmental policies and procedures and ensure quality of care with respect to sensitivity to the needs of the clients we serve.
- Attend and participate in required trainings, conferences and meetings as requested.
- Complete required reports in a timely fashion.
- Participate in professional development activities and maintains professional affiliations.
- Maintain patient confidentiality.

- Comply with all agency policies and procedures concerning corporate compliance including privacy of protected health information.
- Perform related work as required and other duties as assigned.

Performance requirements (Knowledge, Skills, and Abilities):

- Knowledge of community resources and referral agencies.
- Skill in establishing and maintaining effective working relationships with clients, staff and the public at large.
- Skill of interviewing and communicating to elicit information and cooperation from clients.
- Knowledge of group dynamics.
- 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.

Special Requirements:

- Possess understanding of individual's socioeconomic status and lifestyle with respect for individual differences.
- Able to function as a member of a multidisciplinary team.
- Possess strong organizational skills
- Ability to prioritize work assignments and departmental responsibilities.

Education: High School diploma or GED equivalency required.

Experience: Would prefer experience working with not for profit organization in our community.

The above job description has been explained to me and I understand the contents and responsibilities. I have received a copy of my job description.

Signature: _____ Date: _____

Revised: 12/2011