

Ohio Association of Foodbanks

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| Location: | 100 East Broad Street, Suite 501, Columbus, OH 43215 | | |
| Job Title: | Health Insurance Outreach Specialist | | |
| Reports to: | Zach Reat, Director | Title: | Health Initiatives |
| Starting Salary: | Salary: \$52,000 Type of position: Entry-level <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time | Hours: 40 / week Non-exempt | |

Position Overview

This full-time position will raise awareness about Medicaid and help uninsured children, parents, and pregnant people enroll in and maintain health coverage. The position is funded through a cooperative agreement with the federal Centers for Medicare and Medicaid Services (CMS). The position will directly improve the lives of people living in Franklin County, Ohio by reducing the stress that comes with being uninsured.

Essential Job Functions

This position will devote 100 percent of their time to direct outreach and enrollment assistance activities. Some examples of daily activities are:

- Become certified and licensed as a Navigator (requires background check).
- Remain free of prohibited conflicts of interest, including receiving financial consideration for health insurance enrollment (i.e., current insurance agent/broker).
- Organize and conduct public outreach activities to raise awareness about Medicaid.
- Promote the National CKC campaign and engage fully with the Back-to-School and year-round enrollment components of the campaign.
- Educate and uninsured children, parents, and pregnant people about the Medicaid program.
- Use an online scheduling tool (Get Covered Connector) to promote availability and schedule enrollment appointments.
- Provide one-on-one Medicaid enrollment assistance to consumers, including application completion, help uploading verification documents and complying with follow-up request, and completing the recertification process.
- Provide targeted assistance to serve underserved or vulnerable populations, including but not limited to, households with adults who are Hispanic, low-income, low educational attainment and with limited English proficiency.
- Develop and maintain relationships with key stakeholders including employers, advocates, school districts, libraries, and partner agencies.
- Maintain expertise in Medicaid policy, enrollment, and regulations.
- Refer clients to other resources as needed, including referral to ACA Navigators for Marketplace health insurance enrollment assistance, Mid-Ohio Food Collective for SNAP application assistance, and others.
- Maintain accurate tracking and reporting of program activities and deliverables.
- Collect consent for the collection, storage, and use of personally identifiable information (PII) for consumers as required by OAF and the Centers for Medicare and Medicaid Services (CMS).
- Attend required training.
- Provide information and services in a manner that is culturally and linguistically appropriate and ensure accessibility for individuals with disabilities.
- Maintain confidentiality.
- Comply with contract requirements and conflict of interest standards.

Other Duties and Responsibilities

- Acts as an engaged member of the association staff

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- Participates in staff meetings as needed
- Assists with identifying emerging needs and trends within the Ohio Association of Foodbanks networks
- Other duties as assigned

Qualifications and Competencies

Work Requirements & Preferences

- Candidates who can speak a language(s) other than English to complete a Medicaid enrollment process will be given preference
- Direct experience will be considered in place of education. Associate or bachelor's degree in healthcare, business, nonprofit, human services, social work, or related field is a plus.
- Regular travel within Franklin County.
- Relevant experience
 - Customer service and outreach
 - Public benefits enrollment assistance, particularly public health insurance enrollment assistance
 - Outreach and assistance to underserved populations
 - Intake and basic clientele assessment
- Familiar with Microsoft products, including Outlook, Word, Excel.
- Comfortable using websites and online tools (e.g., Zoom) for work tasks.
- Ability to accurately track work activities and complete and submit timely reports.
- Ability to provide one-on-one assistance virtually (e.g., Zoom), over the phone, and in-person
- Use public and/or private transportation to attend outreach events and enrollment appointments.

Individual Qualities

A great candidate for this position is self-motivated, a strong problem solver, an excellent communicator with a desire to learn, absorb, and apply new information and skills. The candidate should have an extraordinary focus on customer service and the ability to multi-task and stay organized. Additional qualities include:

- Ability to acquire a knowledge of established and changing laws, regulations, rules, procedures, policies, and systems as they relate to the Medicaid program.
- Ability to communicate and work effectively with community-based organizations and diverse constituencies.
- Candidate can communicate information and ideas in a way that others will understand.
- Regularly operates a computer and other office equipment, such as a copy machine or printer.
- Desire to help people understand the complex process of applying for and maintaining Medicaid coverage.
- Work well as part of a team, while having the ability to be self-motivated and focused on completing multiple tasks.
- Upbeat and positive attitude and willingness to be flexible.
- Excellent organizational skills and ability to handle high volume at a fast pace.
- Ability to lift objects up to 30 pounds maybe required occasionally.

This job description reflects management's assignment of essential functions and other duties and responsibilities; and nothing in this herein restricts management's right to assign or reassign duties and responsibilities to this job at any time.