

## **COAST COMMUNITY HEALTH CENTER**

**Position Title:** OHP Application Assister (Port Orford Office)

**Status:** Hourly, Part Time, non-Exempt

**Supervisor:** Outreach and Enrollment Manager; Lennae Wright

**Position summary:** Part Time Application Assister in Port Orford Outreach office. The Application Assister will primarily conduct face to face interviews providing assistance for enrolling in OHP, the Oregon insurance program, or the Federal Marketplace and outreach or educational services to consumers in group and individual meetings. In addition, he/she will partner with Outreach staff as needed to ensure that outreach services are delivered to the community and health center patients. Serve as a central resource to providers, patients, and the community for information regarding insurance enrollment as well as building relationships with other community resources.

### **Essential Functions of the OHP Application Assister:**

- Assist clients with all aspects of the enrollment and/or renewal processes using the OHA system.
- Assist with profile creation and update.
- Assist with explanation of eligibility determination.
- Attend local community events, health fairs, and other assigned venues to reach the targeted population.
- Provide enrollment and/or educational outreach services at tables and booths at local businesses and community organizations.
- Provide exceptional customer service.
- Make referrals to other community organizations and services.
- Follow all approved standard operating procedures and other applicable state and federal regulations.
- Effectively communicate with both internal and external clients.
- Maintain accountability, reliability and dependability when performing all assigned job duties.
- Participate in training sessions as required for community health center and OHA grant agreement.
- Connect clients or consumers to information on publicly sponsored health insurance.
- Attend appropriate community or networking meetings to facilitate outreach and gathering of information to support consumer access to healthcare.
- Work with local schools, faith community, senior centers, law enforcement, community partners, and employers to build awareness of CCHC's services.
- Gather information regarding health care needs of students, recommend/implement outreach strategies to increase student access to healthcare.
- Perform other related duties as assigned.

**Education and Experience:**

- Successfully complete mandatory training and certification requirements in allotted timeframe.
- Ability to demonstrate proficiency in computer literacy, use of relevant computer applications such as MS Office, and use of other types of office technology.
- Basic knowledge of healthcare and/or the Affordable Care Act.
- Work experience in community outreach or experience in social services desirable, or ability to demonstrate knowledge of community and school health and social service needs.
- Strong customer service skills and respectful approach in working with the community.
- Minimum 2 years of experience in Community Health or Customer Service.
- Strong communication skills.
- Associates degree in social services or other related field desirable.
- High School or GED required.

**Skills and Abilities:**

- Exercise initiative, judgement, problem-solving and decision-making skills.
- Exercise conflict resolution skills; identifies problems, recommend solutions; and remain calm in urgent situations and work under pressure.
- Exercise strong communication/presentation skills; create and execute presentations to large and small groups, inform and engage community with the objective of gaining and building community support and positive relationships.
- Work independently and as part of a team; strong self-management, multi-tasking, prioritizing tasks skills.
- Exercise time management and flexibility in the schedule of work hours.
- Remain non-judgmental in working with an indigent population and maintain confidentiality.
- Computer skills required.

**Physical Demands:**

**This position requires;** some evening and/or weekend commitments; travel between clinic sites; periodic travel within the region; ability to safely operate a motorized vehicle. Must possess a valid driver's license, proof of auto insurance and have a reliable vehicle.

While performing the duties of this job, the employee is frequently required to sit and talk, listen, handle objects, tools, controls and equipment. Employee must reach and bend, stand and walk, kneel and bend extended periods of time. The employee must occasionally physically assist persons, lift and/or move more than 25 pounds.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as need evolve.

**Employer will perform background check and pre-employment drug screen**