

**JOB DESCRIPTION**

**POSITION TITLE:** Outreach and Enrollment Specialist **REPORTS TO:** Outreach & Enrollment Supervisor

**DEPARTMENT:** Operations **EMPLOYMENT STATUS:** Non-exempt, hourly

**LOCATION:** Bellingham or Ferndale

**JOB PURPOSE:**

Interfaith Community Health Center’s Outreach and Enrollment specialists aim to connect patients to high quality, affordable health care services by providing insurance enrollment, health care navigation support, and community outreach to medically underserved populations in a manner that empowers patients to understand and engage in their health care.

UCNW manages patient care using a team-based approach in our interactions with patients and working to achieve stated objectives and outcomes.

**JOB QUALIFICATIONS:**

**Education and Experience:** Requires high school diploma or GED. Six months related experience and/or training preferred. BA in related field preferred. Experience dealing with underserved populations and cultural competency strongly preferred.

**Certification and Licensure:** Must have driver’s license and reliable transportation to all service sites.

**Specialized Skills & Knowledge:** Knowledge of health insurance options including Medicare, Medicaid, private insurance, and managed care programs preferred. Fluency in Spanish (written and oral) preferred.

Other Qualifications:

* Strong organizational and customer service skills.
* Strong verbal and written communication skills, including motivational interviewing.
* Ability to produce work in high quantity and quality.
* Ability to work independently and be self-directed.
* Excellent general office skills, including basic knowledge of computer and office equipment (fax, photo copier, phone system).
* Proficient keyboarding skills for ability to input patient data quickly and accurately.
* Ability to work in a demanding, fast-paced environment with constant public contact, frequent interruptions, and occasional crisis situations.
* Ability to understand and respond effectively and with sensitivity to special population groups, including those defined by race, ethnicity, language, age, gender, sexual orientation, economic standing, & others.

**Blood-Borne Pathogens Exposure:** Category: II

This position’s roles and functions in our team-based model include:

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| **JOB DUTIES AND RESPONSIBILITIES** | **JOB PERFORMANCE STANDARDS** |
|  |  |
| **Communication:** | 1. Asks for direction when unsure of job expectation.
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|  | 1. Makes suggestions and addresses concerns in a constructive manner.
 |
|  | 1. Utilizes appropriate channels of communication in problem-solving and conflict resolution.
 |
|  | 1. Communicates effectively and courteously to all UCNW staff.
 |
| **Organization & Time Mgmt.:** | 1. Does not allow personal issues to interfere with workload; keeps social interaction with other staff to a minimum.
 |
|  | 1. Takes and returns from breaks and lunch times in a timely manner.
 |
|  | 1. Maintains a clean, orderly and professional work area.
 |
|  | 1. Seeks out appropriate uses of time during non-busy periods.
 |
| **Safety/CQI:** | 1. Ensures safe work environment and promotes accident prevention.
 |
|  | 1. Utilizes cause for concern form to identify situations that have an impact on care delivery, safety or customer service.
 |
| **Work Ethic:** | 1. Consistently demonstrates strict adherence to policies and procedures.
 |  |
|  | 1. Takes responsibility for own actions and seeks to correct any mistakes.
 |  |
|  | 1. Consistently reports to work on date and time scheduled.
 |
|  | 1. Self-initiates and follows through on assignments in a timely manner.
 |
| **Team Contribution:** | 1. Participates in and supports team meetings, activities, and/or problem solving.
 |
|  | 1. Promotes positive team work and cohesiveness between all staff.
 |
|  | 1. Provides constructive and creative recommendations for improvements in own area of responsibility or the clinics system as a whole.
 |
|  | 1. Acts as a resource, communicates appropriate knowledge, skills and conduct.
 |
| **Service Excellence:** | 1. Maintains a high level of quality, accuracy and neatness in work performed.
 |
|  | 1. Remains calm and tactful during stressful situations, emergencies and confrontations.
 |
|  | 1. Prioritizes customer service and customer satisfaction.
 |
|  | 1. Demonstrates an awareness of and commitment to the goals and mission of UCNW.
 |
| **Professionalism:** | 1. Maintains appropriate personal boundaries with clients.
 |
|  | 1. Accepts supervision and criticism in a constructive manner.
 |
|  | 1. Maintains professional appearance appropriate for position.
 |
|  | 1. Maintains organizational and patient confidentiality.
 |
|  | 1. Demonstrates an ability to adapt to change.
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| **Job Specific Duties:** | 1. Assists patients and community members in-person and by phone with enrollment into insurance coverage they choose.
 |
|  | 1. Connects patients and community members to UCNW services and community resources
 |
|  | 1. Maintains current knowledge of all insurance programs available in UCNW’s service area and holds In-Person Assister state certification.
 |
|  | 1. Monitors UCNW’s daily appointment schedules to identify and contact uninsured patients to screen for and enroll in available insurance coverage.
 |
|  | 1. Assists with training to front desk, nursing and other UCNW staff on insurance coverages.
 |
|  | 1. Assists with tracking and reporting progress on all outreach and enrollment activities as required, including documenting patient outcomes into UCNW’s practice management system and electronic medical record.
 |
|  | 1. Assist with planning and implementation for assigned population health management outreach efforts.
 |
|  | 1. Represents UCNW at community events and in making outreach presentations with community partners.
 |
|  | 1. Processes Sliding Fee Scale applications.
 |
|  | 1. Stays informed and trained on clinic scheduling rules and capacity. Occasionally schedules patients to receive specific health services.
 |
|  | 1. Performs new patient orientations.
 |
|  | 1. Performs other duties or special projects as assigned.
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**PHYSICAL, SENSORY, ENVIRONMENTAL QUALIFICATIONS:**

In a typical day, this job involves the activities listed below. Indicate the frequency of performance of each activity by placing a check mark (✓) in the appropriate column.

 R = rarely *(less than 0.5 hour per day)*

 O = occasionally *(0.5 to 2.5 hours per day)*

 F = frequently *(2.5 to 5.5 hours per day)*

 C = continually *(5.5 to 8 hours per day)*

 NA = not applicable

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| **Physical Activity** | **R** | **O** | **F** | C | **NA** | **Describe any job duty which requires repetition or a unique application of the activity.** |
| Sitting |  |  |  | ✓ |  |  |
| Stationary standing |  | ✓ |  |  |  |  |
| Walking |  | ✓ |  |  |  |  |
| Ability to be mobile |  | ✓ |  |  |  |  |
| Crouching (bend at knee) | ✓ |  |  |  |  |  |
| Kneeling/crawling | ✓ |  |  |  |  |  |
| Stooping (bend at waist) | ✓ |  |  |  |  |  |
| Twisting (knees/waist/neck) |  | ✓ |  |  |  |  |
| Turning/Pivoting |  | ✓ |  |  |  |  |
| Climbing | ✓ |  |  |  |  |  |
| Balancing | ✓ |  |  |  |  |  |
| Reaching overhead | ✓ |  |  |  |  |  |
| Reaching extension |  | ✓ |  |  |  |  |
| Grasping |  | ✓ |  |  |  |  |
| Pinching |  | ✓ |  |  |  |  |
| Pushing/Pulling:  | ✓ |  |  |  |  |  |
|  Typical weight:  Circle the appropriate weight in pounds  1-10 **11-20** 21-30 31-40  41-60 61-80 81-100 >100  |  |  |  |  |  |  |
|  Maximum weight: Circle the appropriate weight in pounds  1-10 11-20 **21-30** 31-40  41-60 61-80 81-100 >100 |  |  |  |  |  |  |
| Lifting/Carrying: |  |  |  |  |  |  |
|  Typical weight:  Circle the appropriate weight in pounds  1-10 **11-20** 21-30 31-40 41-60 61-80 81-100 >100  |  |  |  |  |  |  |
|  Maximum weight: Circle the appropriate weight in pounds  1-10 11-20 **21-30** 31-40  41-60 61-80 81-100 >100 |  |  |  |  |  |  |
| Other physical activities |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Sensory Activities** | **R** | **O** | **F** | **C** | **NA** | **Describe any job duty which requires repetition or a unique application of the activity.** |
| Talking in person |  |  |  | X |  |  |
| Talking on telephone |  |  | X |  |  |  |
| Hearing in person |  |  |  | X |  |  |
| Hearing on telephone |  |  | X |  |  |  |
| Vision for close work |  |  |  | X |  | Computer screen, documents |
| Other sensory requirements |  |  |  |  |  |  |

|  |  |
| --- | --- |
| **Environmental Factors** | **SPECIFY** |
| Safety requirement: -clothing -required safety equipment -activities performed |  |  |  |  |  |  |
| Exposures: -fumes -chemicals -blood or other bodily fluids -cold/heat -dust  |  |  |  |  |  |  |
| Operation of equipment, vehicles or tools |  |  |  |  |  |  |
| Required infection control standards |  |  |  |  |  |  |
| Other environmental factors |  |  |  |  |  |  |

I, the undersigned, acknowledge that I have read the above job description and agree that it defines the position as it currently exists. The undersigned also understand that the above is intended to describe the general content of and requirements for performance of this job. It is not to be considered as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of the supervisor.

**Employee Signature: Date:**

**Supervisor Signature: Date:**