Job Title: Application Assister Specialist - Bilingual

Reports To: Health Services Coordinator

I. Job Purpose:

This person is responsible for assisting clients in the application and renewal process for the Oregon Health Plan (OHP). The Application Assister Specialist will assist clients in the system navigation of the health insurance system, including assistance with private health insurance through Oregon’s Health Insurance Marketplace. This position has primary responsibility conducting outreach and promotional activities of the health care options in Central Oregon.

II. Duties, Tasks, and Responsibilities:

Documentation and Reporting:
- Assist in the development and implementation of documentation and reporting of clients who have received assistance in application assistance or system navigation process, maintain the process developed
- Conduct in-person interviews and assist with OHP eligibility
- Assist in management of electronic data management system for the collection, tracking and reporting of clients
- Create and maintain a system for filing applications confidentially
- Correspond with clients regarding the status of their application and obtain required authorization
- Create, prepare and complete monthly reports as required by NeighborImpact and Oregon Health Authority (OHA)
- Enter child and family information necessary for record keeping, and reporting in data management system
- Create a system of client termination dates, notify client 45 days prior to OHP insurance termination date
- Review data from monthly reports to evaluate outreach efforts for effectiveness

Outreach and Community Resources:
- Create calendar for community events and outreach opportunities; including targeted populations
- Attend outreach and community events for OHP and NeighborImpact Head Start as the primary contact for the program
- Collaborate with ERSEA Team and Family Services on child and family outreach and recruitment activities
- Utilize social media to promote and build awareness of health care options in Central Oregon
- Participate in the preparation the program’s annual outreach and recruitment plan
- Work in collaboration with Family Services and ERSEA team to monitor and evaluate implementation of the outreach and recruitment plan to ensure outreach activities are meeting program goals
- Serve as the main contact of Oregon Health Plan and the Oregon’s Health Insurance Marketplace for NeighborImpact staff and clients
- Attend monthly Central Oregon Collaboration meetings, conferences, webinars, and required trainings as assigned
- Attend NeighborImpact required meetings, conferences, webinars, and trainings as assigned
- Partner with other community partners for outreach opportunities, including private insurance agents who assist clients in the Oregon’s Health Insurance Marketplace
- In partnership with the IT department, update NeighborImpact website for health insurance options
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JOB DESCRIPTION

Support Services and System Navigation
- Provide assistance in applying for health coverage through ONE and/or private coverage
- Provide system navigation for clients and NeighborImpact staff
- Maintain knowledge of community resources to refer families as needs are identified
- Attend community meetings or events to gain a foundation of resources in the communities of Central Oregon
- Identify barriers of health insurance for clients and work towards solutions to overcome the barriers
- Network with private insurance agents who are available to assist clients with Oregon’s Health Insurance Marketplace application and system navigation process
- Assist NeighborImpact clients and staff in system navigation
- Follow up with clients who have received health insurance to ensure they understand their benefits, have identified providers, and assist with any questions
- Contact clients after non-acceptance in OHP to offer additional supports and other resources/referrals
- Provide training and technical assistance on Oregon Health Plan and the Oregon’s Health Insurance Marketplace for NeighborImpact staff
- Contact OHP renewals and assist in reapplying for coverage
- Represents the program professionally through significant communication with community partners
- Communicate effectively in-person and via phone with clients
- Use network and email systems to provide timely information to NeighborImpact staff and clients

Additional Job Responsibilities
- Provide reports and support as requested to NeighborImpact or OHA
- Coordinate record keeping and reporting systems
- Attend trainings, regional, community, and staff meetings as assigned

III. Knowledge, Skills, and Abilities Required:
- Thorough knowledge of general office practices
- Strong working knowledge and demonstrated ability of Windows and Microsoft Office software, spreadsheets, database, and word processing
- General knowledge of operating basic office equipment
- Ability to work in a professional manner both independently and with others in a team environment
- Ability to sit and work at computer keyboard and desk and stand to file documents in filing cabinet and operate various pieces of office equipment
- Strong organizational skills
- Ability to relate to clients from diverse populations
- Good verbal and written communication skills
- Ability to perform assigned duties in a safe and efficient manner
- Ability to maintain confidentiality
- Ability to maintain a high level of professionalism with clients and community partners
- Ability to understand and implement agency and program policies and procedures
- Strong ability to problem solve
- Ability to accurately comprehend assignments, determine and prioritize workload, multi-task and meet deadlines
- Ability to be detail oriented and be able to maintain high level of accuracy
- Demonstrated ability to be prompt and dependable
- Demonstrated ability to be sensitive, tolerant, and respectful of clients, staff and community members of diverse backgrounds
- Ability to follow Head Start program “Standards of Conduct”, NeighborImpact “Employee Handbook Section C: Employee Conduct” and Head Start Performance Standards
IV. **Qualifications:**

- AA degree required plus one year experience in a health or social service setting
- Or, high school diploma or GED required plus three years’ experience in an equivalent health or social service setting
- Bilingual in Spanish required
- Within 6 months of hire successfully complete an OHA approved Community Health Worker course
- Successfully complete OHA required training on a continuing basis
- Head Start work experience preferred
- Head Start parent or past parent preferred
- Bending, stooping and lifting of up to 25 pounds
- Prior to date of hire and throughout employment, certification of the following are required:
  - Valid driver’s license
  - Proof of current auto insurance
  - Current enrollment in the Office of Child Care’s Central Background Registry
- Above certifications must be kept current to remain employed
- Access to reliable transportation required
- Must have an initial health examination, and a periodic re-examination (as recommended by health care provider) so as to assure that employees do not because of communicable diseases, pose a significant risk to the health or safety of others, that cannot be eliminated or reduced by reasonable accommodation

V. **Position Details:**

- The duties outlined in this job description are not all inclusive and additional duties and tasks will be assigned as required
- Fair Labor Standards Classification: **Non-Exempt**
- NeighborImpact is an equal opportunity provider

VI. **Signatures:**

Employee Print Name: ____________________________________________ Date: ____________________

Employee Signature: ____________________________________________ Date: ____________________