The mission of Project Access NOW is to improve the health and well-being of our communities by creating access to care, services and resources for those most in need.

Project Access NOW believes that the staff of an organization should reflect the communities it serves. We also believe our cultural, linguistic and community identities make our organization stronger and more effective. These identities, whether constructed by social, political or other forces, unite us in working towards a healthy region for everyone. We want to hold ourselves accountable for attracting and retaining a diverse team.

Job Title: Outreach, Enrollment & Outreach Program Specialist - Kaiser Adult Charitable Program - Bilingual English and Spanish
Reports to: Outreach, Enrollment & Access Program Manager (s)
Hours: 40 hours per week – Temp. position through 12/31/2020. Employment extension contingent upon funding.
Salary: $18-$23/hour DOE. Full benefits: medical, dental, vision, life, disability, and 401k Match

Position Summary
The Outreach, Enrollment and Access (OEA) Program primarily assists members of the public with the application process for coverage in addition to conducting outreach and public education around enrolling in health care. Each Outreach & Enrollment Specialist will do coalition partnership work, collaborate with organizations in the community, present at community events, work closely with the state and federal government, carry out grassroots outreach, and assist community members with enrollment and information about how to utilize their insurance coverage. The Kaiser Adult Charitable Program will focus on enrolling adults with no other access to health care, into Kaiser Permanente’s Adult Charitable Care program and orienting them to using their coverage.

Principal Duties & Responsibilities
- Receive referrals/completed applications from partner organizations for Kaiser Permanente Adult Charitable Program and complete client enrollment.
- Assist community members in applying and enrolling in the Kaiser Permanente Adult Charitable Program, Medicaid or the Federal Marketplace and connect them to appropriate resources to support their enrollment and access to services.
- Educate clients about what their plan covers and assist with navigating the system to ensure access to health care services.
- Refer clients to appropriate programs including Medicare, Aging and Peoples with Disabilities, and other programs within PANOW.
- Maintain privacy and HIPAA standards by assisting clients one-on-one in designated assistance areas.
- Complete, collect, and save all required application and enrollment documents such as consent forms and client information.
- Input data from all applications, instances of navigation assistance, and outreach activities immediately after their completion using internal PANOW tracking systems.
- Reply to communications that require a response including phone and email to/from clients, supervisors, other PANOW staff and community partners within 48 hours. If unable to provide a full response within that time, send an acknowledgment of the message and when a complete response can be expected.
- Complete monthly expense and activity reports and submit to supervisor by the required due dates.
- Communicate any challenges with OEA assistance sites, clients, or the application process to supervisors.
- Provide input for the creation of outreach and public education materials as needed.
- Additional tasks as requested.

Qualifications & Transferable Skills
- Bilingual Spanish and English required
- Employment dependent on completion of State training for Oregon Health Plan and Marketplace enrollment and passing background check
- Experience in serving diverse communities and traditionally underserved populations desired
- Background in community outreach and grassroots organizing is highly desired.

**Essential Abilities**
- H.S. Diploma or G.E.D preferred
- Must be able to occasionally work on evenings and weekends
- Excellent interpersonal skills
- Ability to work in a fast-paced environment
- Ability to keep a level head when assisting clients in distress
- Ability to explain complicated systems in “plain language”
- Ability to adapt to diverse work settings
- Must be willing to travel to potential outreach locations throughout the targeted communities
- Reliable transportation for travel to varying worksites and outreach events is required
- Valid Oregon Driver’s License and proof of insurance required
- Bilingual and multicultural candidates strongly encouraged to apply

**Working Conditions**
- Office space with stairs (no ADA access)
- Works at multiple locations with varying levels of ADA access
- Ability to lift 10-20 lbs.
- Frequent use of keyboard, monitor, mouse, telephone and/or headset

Please submit resume, cover letter, and answers to diversity, equity and inclusion questions found on our website to jobs@projectaccessnow.org