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

Position Description

**Job Title:** Community Assistance Program Specialist  
**Reports to:** Community Assistance Program Supervisor  
**Hours:** 40 hours per week  
**Salary:** $18.25 - $23.25 Full benefits offered: Medical, dental, vision, life, short term disability, Flex Savings Account, and 401K Retirement Plan with a 3% match

Position Summary
The Community Assistance Program supports hospital discharge staff in connecting low-income patients with community resources to foster a safe discharge from a hospital/clinic setting and works with Care Coordination organizations (CCO) in connecting Medicaid clients with non-medical assistance. This position is responsible for supporting the day-to-day operations of the program. This position involves working directly with community vendors, clinical staff, case managers, and clients, and accordingly requires excellent communication skills. This position requires a person who has strong analytical skills, is a creative problem solver, and is good at building and maintaining relationships with various stakeholders. As an organization, we work with client health information, which requires all employees adhere to strict confidentiality guidelines. An excellent candidate for the position will be a flexible, self-directed person who pays great attention to detail, communicates clearly and respectfully, and is resourceful.

Principal Duties & Responsibilities

- Provide general customer support for web application users including unlocking accounts, troubleshooting issues, securing resources, and logistics
- Monitor and process invoices and receipts for non-medical services provided to clients including entry into web application and/or QuickBooks, reconciling invoices, statements, and systems
- Negotiate and administer vendor contracts with community service providers
- Assist with the development of new systems and workflows
- Provide training and support to hospital caregivers/discharge planners and case managers (specific to the Community Assistance Program
- Problem solve with providers and CCO case managers to connect clients to services
- Provide additional support for various pilot projects
- Update web application users to changes in the system via newsletter
- Create documentation for new and evolving workflows
- Assist with support and maintenance of program’s website
- Enter client data into Pharmacy Benefits Management (PBM/DST) database and enter override authorizations
- Communicate with clients and clinic staff regarding pharmacy benefits for clients in the Classic and Premium Assistance Program
- Other duties as assigned

Qualifications

- **Strong analytical and problem-solving skills**
- Administrative/customer/client service experience required
- Experience with or knowledge of the health care environment
- Efficiency in MS Office
- Experience in health care, social service, and/or non-profit sector required
- Data entry experience required
- QuickBooks experience (preferred not required)
- Bilingual preferred: Spanish and English
**Essential Abilities**

- Ability to work independently and as a team
- Strong communication skills
- Ability to prioritize tasks
- High level of organizational skills
- Excellent phone skills
- Excellent attention to detail
- Creative and flexible

**Working Conditions**

- Fast paced work environment
- Office space with stairs (no ADA access)
- Ability to lift 10-20 lbs.
- Frequent use of keyboard, monitors, mouse, telephone, and/or headset

**About Us:**

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, smarter, and more effective. These identities, whether constructed by social, political, or other forces, unite us in working toward a healthy region for everyone. We want to hold ourselves accountable for attracting and retaining a diverse staff team.

Project Access NOW recognizes the value of a diverse workforce and believes a diverse work environment empowers our community. We strongly encourage all qualified candidates to apply regardless of race, ethnicity, gender, sexual orientation, or religious affiliation.

**How to Apply:**

Visit our website at [www.projectaccessnow.org](http://www.projectaccessnow.org). Respond to the Diversity, Equity, and Inclusion questions found on the website. Submit your response, your resume and cover letter to: jobs@projectaccessnow.org.

**Open Until Filled**