



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

Job Title: Outreach, Enrollment & Access Program Specialist – Bilingual Spanish
Reports to: Outreach, Enrollment & Access Program Managers(s)
Hours: 40 hours per week / Full Time, Non-Exempt
Salary: \$18 - \$23 / hr. DOE
Benefits: Medical, dental, vision, life and short-term disability insurance, FSA, 401k retirement plan with 3% match

Position is funded by the Kaiser Permanente Adult Charitable Program from 1/1/2021 through 12/31/2021. Extension is contingent upon continued funding.

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 does coalition partnership work, collaborates with organizations in the community, presents at community events, works closely with the state and federal government, carries out grassroots outreach, and assists community members with enrollment and information about how to utilize their insurance coverage. As a part of this team, 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. They will also orient them to using their coverage, assist with program navigation, and troubleshoot barriers.

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.

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
- Knowledge of Microsoft Office and Google Suite and ability to work with online forms and systems required.
- Experience managing client databases and maintaining ongoing relationships with a large client base required.
- Experience in serving diverse communities and traditionally underserved populations desired
- Background in community outreach and grassroots organizing highly desired
- Background in community outreach and grassroots organizing is highly desired.
- Knowledge of health coverage options and general eligibility requirements in Oregon is preferred
- Basic understanding of tax filing regulations is highly desired
- Multicultural staff are highly desired
- Community Health Worker or similar experience is highly desired
- Prior experience as a certified OHP/Marketplace assister is highly desired

Essential Abilities

- 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 driver’s license and proof of insurance required for individuals who will use their personal vehicle for official business

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
- Due to COVID-19 all staff are working remotely from home.

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 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 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/about-us/employment-opportunities. Respond to the Diversity, Equity, and Inclusion questions. Submit your response along with a resume and cover letter to: jobs@projectaccessnow.org