



Position Description

Job Title:	Program Specialist - Bilingual English / Spanish
Program:	Outreach, Enrollment & Access
Reports to:	Outreach, Enrollment & Access Program Manager
Hours:	Full-time 40 hours per week – flexible days/hours/occasional weekends
Salary:	\$18.00 – \$23.00 / hour DOE
Benefits:	Medical, dental, vision, life and short-term disability insurance, Flex Spending Account, and 401k Retirement plan with 3% match
Location:	Temporarily Remote

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 Program Specialist will do coalition partnership work, collaborate with organizations in the community, present at community events, participate in outreach events, and assist community members with enrollment and information about how to utilize their insurance coverage.

Principal Duties & Responsibilities

- Assist community members in applying and enrolling in Medicaid or the Federal Marketplace and connect them to appropriate resources to support their enrollment.
- Educate clients about plan coverage 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.
- Monitor site sign in sheets and make decisions to stay open or close the list to allow enough work time to meet client needs and complete all tracking.
- Participate in outreach efforts such as tabling at community events and presenting information to the public to reach and inform uninsured community members about the importance of health care, potential coverage options, and re-enrollment requirements.
- 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 English and Spanish required
- Multicultural staff are highly desired
- Experience in serving diverse communities and traditionally underserved populations is desired
- Background in community outreach and grassroots organizing is desired.
- Knowledge of health coverage options and general eligibility requirements in Oregon is preferred
- Marketplace enrollment and passing background check
- Basic understanding of tax filing regulations is highly desired
- Employment dependent on completion of State training for Oregon Health Plan and Marketplace enrollment
- Experience with Oregon Health Plan enrollment and navigation, desired
- Community Health Worker or similar experience is highly desired
- Must have knowledge of Microsoft Office, 365, Outlook, SharePoint, and ability to work with online forms and systems
- Must be able to pass a background check and become HIPAA certified

Essential Abilities

- Must be able to occasionally work on evenings and weekends
- Excellent interpersonal skills is preferred
- 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 work sites and outreach events is required
- Valid Oregon driver’s license and proof of insurance required

Working Conditions

- Part Time use of 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 until further notice
- Proof of COVID-19 vaccination required before start date and as a condition of employment
- If unvaccinated, accommodation request and process must be completed before hire date. Guidelines and Process can be accessed through Human Resources

About Us

The mission of Project Access NOW is to improve the health of our community by creating access to care and services for those in need. 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: www.projectaccessnow.org/about-us/employment-opportunities. Submit your cover letter, resume and responses to the DEI questions found on our website to jobs@projectaccessnow.org.