



Position Description

Job Title: OEA Program Specialist

Department: Outreach, Enrollment, and Access (OEA)

Reports to: OEA Program Manager

Hours: 40 hours per week / Full Time / Non-Exempt

Compensation: \$21.88/hour

Work Location: Temporarily remote

Position Summary

The Outreach, Enrollment, and Assistance (OEA) team assists clients with applying for health coverage and navigating the health system to access care. The OEA Program Specialist works directly with clients to apply for the Oregon Health Plan (OHP), Qualified Health Plans (QHPs) and other social service resources.

The OEA program works with Protected Health Information (PHI) and staff must be able to maintain strict confidentiality. This position requires a flexible, self-directed person with great attention to detail, who communicates clearly and respectfully, and has excellent customer service and phone skills.

Principal Duties & Responsibilities

- Assists clients with applying and enrolling in Medicaid, Federal Marketplace health plans, and other assistance programs
- Provides information to clients in “plain language” about health coverage, eligibility, and services
- Responds to in-person, phone, email, and referral queues in a timely manner
- Completes, collects, and saves all required application and enrollment documents such as consent forms, proof of income, and client identification
- Documents and updates information about clients, applications, communications, and services provided using an internal tracking system
- Monitors the status of applications and assists with reporting changes to the appropriate agencies
- Works closely with Community Health Workers to refer clients to troubleshoot
- Communicates challenges with sites, clients, applications, and processes to OEA Program Manager

- Participates in team meetings, organizational committees, and staff meetings to improve program delivery and organizational culture
- Complies with organizational policies, contractual obligations, and HIPAA
- Other duties as assigned

Qualifications

- Employment dependent on completion of State training and certification for Oregon Health Plan and Marketplace enrollment
- Ability to work independently and as a team
- High level of accountability and reliability
- A valid Oregon driver's license, proof of insurance, or a reliable mode of transportation is required
- Must be able to pass a background check
- Bilingual and multicultural staff are highly desired

Education, Experience, Transferrable Skills

- High school diploma or equivalent
- Experience with Microsoft 365, SharePoint, Teams, and Virtual Meeting platforms
- Experience serving diverse, traditionally underserved communities is desired
- Knowledge of health coverage options, tax filing regulations, and marketplace enrollment is preferred
- Creative, with strong analytical and problem-solving skills, and ability to prioritize multiple tasks
- Verbal and written English language proficiency sufficient to communicate with co-workers, community leaders, and community members

Working Conditions

- Occasional work on evenings and weekends
- Works at multiple locations with varying levels of ADA access
- Ability to lift 10 – 20 lbs.
- Prolonged periods sitting at a desk.
- Frequent use of keyboard, 2 monitors, mouse, telephone and/or headset.
- Project Access Now provides equipment: laptop, monitors, and other home office work tools.

- Proof of COVID-19 Vaccination required
- Due to COVID-19, temporarily working part time remotely and part time in the office

About Us

The mission of Project Access NOW is to improve our community's health and well-being by creating access to care, services, and resources for those 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, 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 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.

Project Access NOW offers a generous benefits package:

- 100% employer-paid health insurance plan including: medical, dental, vision, acupuncture, and massage
- 401k Retirement Plan with immediate access to a 3% employer match
- 10 paid holidays and 4 paid floating holidays
- 17 days PTO for sick leave, personal business, vacation – your first year – begins to accrue immediately upon hire
- 100% employer-paid Life and Disability Insurance and an Employee Assistance Program
- Health Care, Dependent Care, and Transportation Flex Spending Account

How to Apply

Please visit our website at www.projectaccessnow.org/about-us/employment-opportunities. Submit your cover letter, resume and responses to the Diversity, Equity and Inclusion questions found on our website to jobs@projectaccessnow.org.

Approved by

Director of PR & Dev: Rebecca Raab
Executive Director: Carly Hood-Ronick