

C3CAP Program Specialist Job Posting

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.

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.

Job Responsibilities

- Provide general customer support for web application users including, troubleshooting issues, securing resources, training, 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 support and act as a liaison between hospital caregivers/discharge planners, case managers, and vendors
- Problem solves 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

- Acquisition, maintenance, and distribution of bulk items
- Create documentation for new and evolving workflows
- Enter client data into Pharmacy Benefits Management (PBM/DST) database and enter override authorizations
- 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 preferred
- Efficiency in MS Office
- Experience in health care, social service, and/or non-profit sector preferred
- Data entry experience required
- Quickbooks experience (preferred not required)
- Bilingual preferred

Education/Experience

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

Working Conditions

- Proof of vaccination against COVID-19 Vaccination required
- Temporarily working part time remotely and part time in the office
- Prolonged periods sitting at a desk
- Frequent use of keyboard, 2 monitors, mouse, telephone and/or headset
- Fast paced work environment
- Ability to lift 10 – 20 lbs

Working Conditions

- Proof of vaccination against COVID-19, or qualifying exception with compliance to organizational policies
- Travel to clinics and sites for meetings and trainings on a periodic basis
- Hybrid work environment: Temporarily working part time remotely and part time in the office

Benefits

Paid medical, dental, life, short term disability, paid time off, FSA and 401K Retirement Plan with 3% match.

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.