|  |  |  |
| --- | --- | --- |
| U:\FHCLogo_Stacked CMYK HighRes.jpg |  | **JOB DESCRIPTION** |
| Job Title: | Outreach & Enrollment Specialist |
| Department: | Patient Support Services | Position Type: | 1.0 |
| Reports To: | Patient Development Manager  | Status: | Non-exempt |
| Supervises: | NA |

|  |
| --- |
| **PURPOSE & OVERALL RELEVANCE FOR THE ORGANIZATION:** |
| The Outreach & Enrollment Specialist will educate and assist patients and community members on their potential eligibility, how to enroll in various assistance and insurance programs, and be an advocate for FHC. |
| **KEY ACCOUNTABILITIES:** |
| * Be knowledgeable of the rules and regulations for various assistance and insurance programs in order to educate and enroll patients and community members
* Provide on-going assistance and education to consumers as needed
* Communicate and answer questions with staff and patients efficiently and professionally either in-person, over the phone or electronically.
* Accurate and timely documentation and reporting of enrollment outcomes
* Increase community awareness of FHC’s mission and services, including Enrollment services, to current and prospective patients
* Support the organization as needed.
 |
| **MEASURES OF SUCCESS:** |
| * Appointment and documentation audits are within acceptable standards
* Communication metrics are within acceptable standards
* Outreach activity tracking completed within acceptable standards
* Completion of annual certifications
 |
| **CORE COMPETENCIES *(soft skills)*:** |
| * Effective professional written and verbal communication and interpersonal skills.
* Exceptional attention to detail, organization, and time management skills.
* Ability to self-start, work independently and work as part of a team.
* Problem solving
* Patience
* High adaptability and flexibility. Able to switch priorities as needed.
* Ability to conduct relevant research when necessary
* Ability to work independently and make decisions in accordance with established policies and regulations.
* Demonstrate passion for and commitment to FHC’s mission and its importance to the community.
* Culturally competent and exhibit cultural sensitivity.
 |
| **REQUIREMENTS *(hard skills)*:** |
| * Ability to effectively communicate FHC mission/vision/values.
* Proficient use of various computer applications
* Ability to maintain confidentiality.
* Strong customer service skills.
* Ability to work cooperatively with a variety of individuals and groups.
* Capacity to conduct outreach/travel as needed
 |
| **EDUCATION/EXPERIENCE:** |
| * High School Diploma or GED Equivalent. 2+ year degree or equivalent experience preferred.
* Previous customer service experience preferred.
* Previous experience assisting consumers with federal, state or local assistance programs preferred.
* Previous experience with Electronic Medical Records and/or scheduling & scanning documents preferred.
 |
| **Working Conditions and Environment**:  |
| This position has good working conditions in general; noise level in work environment is usually quiet. |
| **Position Type/Attendance Expectation:**  |
| Each position type has a minimum number of work hours expected per week:

|  |  |  |  |
| --- | --- | --- | --- |
| **Position Type** | **# of hours expected per week** | **Position Type** | **# of hours expected per week** |
| 1.0 | 40 | .04 | 16 |
| 0.9 | 36 | 0.3 | 12 |
| 0.8 | 32 | 0.2 | 8 |
| 0.7 | 28 | 0.1 | 4 |
| 0.6 | 24 | PRN | Per Need |
| 0.5 | 20 |  |  |

 |
| **Physical Requirement/Activities**:  |
| Standing, walking, climbing, balancing, bending, carrying, reaching, squatting, pushing, pulling, lifting, twisting, gripping, talking, typing, hearing/listening, seeing/observing. |
| **Sedentary to light work**:  |
| Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary to light work involves sitting approximately 75% of the time. Also, involves exerting up to 25 pounds of force intermittently or up to 50 pounds of force infrequently. |
|  |
| Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.**The preceding statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all job duties performed by personnel in this position.****I have read and understand the above Position Description.** |
|  |  |  |
| Employee Signature |  | Date |