

TRI-COUNTY HEALTH NETWORK



Position: Outreach Coordinator (San Miguel & West End)
Supervisor: Director of Programming
Status: Part Time, Non-Exempt

JOB SUMMARY:

The Outreach Coordinator is responsible for increasing community and partner knowledge of Tri-County Health Network's (TCHNetwork) programs and services, building strategic relationships to identify and address barriers to good health, and conducting a variety of outreach activities. The Outreach Coordinator will also provide direct services to clients. These services include (1) educating and enrolling eligible individuals and families into relevant public benefit programs (SNAP, Medicaid, CHP+, EOC, LEAP, etc.) and Colorado's health insurance marketplace; (2) building relationships with external partners and stakeholders to improve our referral network; and (3) assisting with other programs, as needed.

DUTIES AND RESPONSIBILITIES: *May include the following, and other duties as assigned.*

1. Offer enrollment assistance, which includes:
 - a. Successfully completing State of Colorado training to become a Certified Enrollment Assistant / Health Coverage Guide to complete enrollment applications for benefit programs.
 - b. Providing expert, timely and friendly assistance with the application process in a manner that culturally and linguistically appropriate to the client.
 - c. Providing general education, advocacy, and basic knowledge regarding benefits of Medicaid, CHP+, SNAP, LEAP, and/or marketplace insurance and health service delivery.
 - d. Identifying barriers and service issues encountered by clients and implementing solutions to health insurance enrollment and access.
 - e. Collaborating closely with county social services agency staff members assigned to eligibility determination and enrollment.
 - f. Developing relationships with area school districts in getting referrals to families with children receiving free and/or reduce lunch.
 - g. Expanding the network of community-based organizations, including businesses and nonprofit organizations, and faith-based organizations focusing on enrollment outreach and activities.
 - h. Collaborating with medical providers serving the uninsured or underinsured and assist in implementing a process to outreach, enroll and retain patients into an available health insurance program.
 - i. Assisting applicants with appeal process, as necessary.
 - j. Tracking clients' annual renewal dates and proactively outreaching to individuals to ensure no break in coverage.
 - k. Identifying programs and services that the client is eligible for and offering unbiased information, assistance, and referrals on available services and supports in the client's respective community.
2. Assist in the development of a marketing/outreach plan and conduct outreach to ensure programs are reaching target populations.

- a. Identifying key events for TCHNetwork participation, coordinating participation with relevant team members, and representing TCHNetwork at events.
 - b. Participating in relevant councils, roundtables, and committees.
 - c. Engaging in interagency collaboration and education regarding available regional services and identifying gaps in services.
 - d. Maintaining ongoing communications with external partners and stakeholders.
 - e. Championing TCHNetwork as a community resource.
3. Aiding and supporting at Dental Clinics at the schools or community clinics in San Miguel County and the West End, including following up with clients and offering enrollment services as necessary.
 4. Document all efforts in assigned member tracking systems, adhering to deadline requirements.
 5. Participate in required trainings, continuing education requirements (as applicable), and monthly program calls. Disseminate notes to program team.
 6. Provide assistance to clients with accessing transportation services as requested.
 7. Other duties as required to ensure the success of the program and TCHNetwork.

EDUCATIONAL AND EXPERIENCE REQUIREMENTS:

1. A 4-year college degree OR 4 years of progressive related experience working with diverse populations, community, or faith-based organizations, or in a healthcare setting.
2. Experience working in a field-based setting and/or remotely.
3. Experience/comfort working and communicating with diverse communities, including from different socioeconomic backgrounds. Culturally competent and aware of race, gender, class, sexuality, ability, etc.

SKILLS AND QUALIFICATIONS:

1. Excellent verbal and culturally competent communication skills (in person, on the telephone, and through email correspondence). Responsive communication to TCHNetwork team and external clients and partners.
2. Must have aptitude for computers and working with various software and be proficient in MS Word, MS Excel.
3. Willingness to work flexible hours at times (some nights/weekends).
4. Strong public speaking and presentation skills.
5. Valid driver's license with reliable transportation and car insurance with the ability to travel up to 90 miles to perform duties related to this position.
6. Bilingual Candidates are strongly encouraged to apply.

PERSONAL ATTRIBUTES:

1. Trusted member of the community and ability to make new and lasting connections.
2. Ability to maintain client confidentiality and protect personal information.
3. Ability to work in a fast-paced environment, remain calm under pressure, and be supportive of client needs.
4. Advanced time management skills and ability to work independently.
5. Strong work ethic, self-motivated, and collaborative style.

6. Change agent demeanor; must be a flexible thinker, with an ability to quickly adapt to a changing environment.
7. Ability to exercise forethought, to look ahead and anticipate events.
8. Excellent critical thinking and consultative problem-solving skills.
9. Ability to receive and utilize constructive feedback regarding performance and presentation.

PREFERRED QUALIFICATIONS:

1. Bilingual Spanish speaker
2. Resident of the community for at least the past 2 years.
3. Must be able and willing to drive in the snow with a reliable vehicle.
4. Able to lift 50 pounds.
5. Knowledge and experience working in/with clinical or social service agencies in rural communities.
6. Experience working with disadvantaged/underserved populations.

LOCATION:

This field position is primarily located in TCHNetwork Telluride office. Local and regional travel to Norwood and the West End of Montrose County is required.

Wage:

\$24 per hour

BENEFITS:

1. Cafeteria 125 Plan (i.e., HSA, DeCAP, etc.)
2. 3% company match in SIMPLE IRA retirement plan, immediately vesting.
3. Continued professional development opportunities.