

SOUTHERN TIER INDEPENDENCE CENTER

JOB DESCRIPTION

Position: In-Person Assister/Facilitated Enroller

Hours: Non-Exempt, Full-time 35 hours per week

QUALIFICATIONS

1. Associates Degree in Health or Human Services field and 1 year of experience providing information or assistance to consumers or advocates on insurance or health care access issues.
2. Strong interpersonal, communication, and writing skills.
3. Excellent organization skills and attention to detail.
4. Excellent computer skills including knowledge of database software.
5. Ability to effectively interact and work with individuals from diverse backgrounds.
6. Ability to multi-task and work effectively in both a team and individual setting.
7. Ability to manage a complex workload in varied work environments.
8. Knowledge of Medicaid, Family Health Plus, and Child Health Plus, preferred.
9. Bi-lingual proficiency preferred.

RESPONSIBILITIES

1. Some travel within five county service area.
2. Work a flexible schedule that includes early mornings, evenings and weekends.
3. Provide in-person assistance to individuals applying for Medicaid-related programs at the time of initial application and at annual renewal.
4. Educate potential enrollees about managed care options when available.
5. Conduct public education activities to raise awareness about Facilitated Enrollment for Aged Blind and Disabled (ABD).
6. Maintain an expertise in eligibility, enrollment and program specification for various Medicaid-related insurance programs.
7. Provide information in a fair and impartial manner which is culturally and linguistically appropriate, and disability accessible, for populations served under the NYSOH Marketplace, including those with limited English proficiency.
8. Assist potential enrollees with grievances, complaints or questions regarding their health coverage or a determination related to their coverage.
9. Attend trainings as required by CSS and STIC.
10. Collect data and prepare and submit reports as required by CSS and STIC in a timely manner.
11. Other related tasks as required and time permits.

Southern Tier Independence Center, Inc. is an equal opportunity employer. It is our policy to hire the best qualified applicant for the position, without regard to race, creed, color, national origin, sex, age, disability, marital status, gender, religion, veteran status, sexual orientation, genetic disposition or carrier status.