

Mission City Community Network, Inc. is a non-profit organization of multiple (more than 20) clinics operating as a Federally Qualified Health Center. We are dedicated to serving low income families in the San Fernando Valley, San Gabriel Valley, South Bay and San Bernardino areas. We are committed to providing quality care in the following areas: Adult, Pediatrics, Women's Health, Dentistry, Health Education, and Behavioral Health.



**Position: Enroller/Outreach Staff (3 hires)**

**1 hire for San Fernando Valley (incl. North Hills, Pacoima, Northridge)**

**1 hire for South Bay/Los Angeles (incl. Fairfax, Koreatown, Inglewood)**

**1 hire for Victorville/Barstow**

Salary: \$15.50 - \$17.50/hr (Commensurate with experience)

Position Status: Part-Time/Non-Exempt (24hrs/wk)

We are currently seeking an Enroller/Outreach Staff to join our team!

Responsible for reaching out to communities to provide assistance with health insurance enrollment. Must screen patients according to Covered California. The CEC will make follow-up calls applicants for any missing information, access forms in the computer system, update information in the practice management system and upload application documents to each program computerized system. Must currently be or willing to become a Certified Enrollment Counselor to assist our patients to apply for Covered California.

Outreaching to individuals and families who have specific healthcare needs. Listen to community members in a culturally sensitive way, usually in their native language, and connect them with necessary services. Provide training/guidance navigating through Patient Portal accessing health records, communicating with provider, etc. Must provide continuous reporting of activities to supervisor.

**Summary of Essential Functions:**

- Interview patients and assist with forms and authorizations.
- Assess patient eligibility for various programs
- Provide Covered CA informational materials to potential enrollees; answer questions related to the program and invite or direct enrollees to other Covered CA educational opportunities (if applicable)
- Help enrollees access the Covered CA website and explain the various health plans available to the enrollees according to their specific income levels.
- Obtain contact information of the interest candidates whenever possible and obtain permission to contact for follow-up.
- May include visiting patient's residence and/or other locations to enroll patients.
- Complete and submit mandated program documentation to the Program Director
- Notify supervisor of need to pull and file charts for eligibility documents, messages, etc. that may be subject to HIPAA
- Adhere to all Covered CA policies and protocols set forth by the program.
- Able to perform assigned duties with a minimum level of supervision and identify problems and recommend solutions.
- Effective Interpersonal and Group Communication; Ethically and Culturally Appropriate Customer service; Patient Advocacy
- Patient and Community Education on Pandemic and related health issues
- Outreach to patients (including their residences) who have difficulty in accessing health care.

- Train/Guide patients in using technology to access/communicate with the health providers using various platforms, including computers, tablets, and smartphones.
- Assist patients in enrolling and using patient portals.
- Responsible for meeting projected enrollment goals by outreaching to the community
- Foster relationships and collaboration with schools, parent organizations, community organizations, churches, and other entities
- Develop public education and information materials, presentations and displays

**Required Qualifications:**

- High School Diploma accredited by WASC.
- Bilingual English and Spanish, required
- Certified Enrollment Counselor, required
- Minimum 1 year experience in outreach or equivalent
- Basic computer skills (approx. 32 w.p.m.), Intermediate computer skills preferred
- Requires excellent verbal and written communication skills and customer relations skills
- Knowledge about health care insurances required (i.e., Covered CA, Family PACT, Unmatched HWLA, CHDP)
- Requires excellent presentation skills and ability to develop clear and effective outreach materials
- Requires the ability to independently organize field activities.
- Must have excellent presentation/public speaking and organizational skills.
- Strong community network a required
- Must be flexible and able to multi-task while working in a collaborative, team environment with a positive attitude
- Willing to travel as deemed necessary
- Valid California Drivers License in good standing with DMV required; current liability insurance

Part-Time (20-24hrs/wk) benefits include: Vacation, Sick, Holiday pay, and all other benefits mandated by law after eligibility period.

To Apply: Please email your resume/CV and cover letter, including your salary requirements via email to HR Dept. [hr@mccn.org](mailto:hr@mccn.org) or fax 818-221-3539.

MCCN is an Equal Opportunity Employer