

POSITION DESCRIPTION	
Please check one: <input checked="" type="checkbox"/> New <input type="checkbox"/> Revised	Date: 04/17/2024
Position Title: Outreach & Enrollment Coordinator	Pay Rate/Grade: \$24.00 - \$28.00 per hour
Reports To: Senior Outreach and Enrollment Manager	FLSA/ Work Status: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input checked="" type="checkbox"/> Hourly <input type="checkbox"/> Salaried
Direct Reports: N/A	
Clinic Hours (subject to change): M-F 8:00 AM – 5:00 PM	

JOB SUMMARY

The primary function of the Outreach and Enrollment Coordinator, under the supervision of the Outreach and Enrollment Manager: is responsible for meeting projected enrollment goals of state sponsored and local programs. This position focuses on contact with community members through development of relationships and one-one-one interaction. In addition to enrollment activities, will be accountable for retention that advances patient access to agency services. The Outreach & Enrollment Coordinator will conduct in-reach, outreach and enrollment efforts by working in collaboration with HCHC staff, schools, parent organizations, community organizations, churches, and other entities.

EXPECTATIONS

- Adheres to all Harbor Community Health Center (HCHC) Policies and Procedures
- Observes all policies and procedures for use of time-keeping system, including attendance, tardiness, proper clocking procedure, overtime authorization, and that employee nametag is clearly visible
- Conducts self in a manner that HCHC's core values at all times
- Maintains a positive and respectful attitude with all work-related contacts
- Communicates regularly with his/her immediate supervisor about Departmental and Harbor Community Health Centers concerns
- Consistently reports to work prepared to perform the duties of the position
- Meets productivity standards and performs duties as workload necessitates

ESSENTIAL DUTIES & RESPONSIBILITIES

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. The percentage of time is an estimate of the time spent on that particular function over the course of a year. Responsibilities may include but are not limited to:

- Conducts outreach activities out of the office at least 45% (18 hours per week) of the work week.
- Identifies community sites and activities for patient recruitment. Develops partnerships and maintains regular communication with community agencies to conduct activities.
- Responsible for ensuring outreach activities results into the individuals/families choosing HCHC as their medical home. Supervisor will set metrics with Outreach & Enrollment Coordinator.
- Education of the community on issues such as access to health care, health system navigation, using a variety of approaches.
- Documentation of all activities related to outreach and number of participants: sign-in sheets, patient name, phone numbers, and type of service needed (medical, dental, behavioral health).

- Counsels community members on their healthcare options, (Including Medi-Cal, Covered California), and the provision of health insurance screenings, via web-based screening tool.
- Helps community members complete health insurance application/submission for Medi-Cal, Covered California, Family Pact and other programs at a number of points of entry (including at enrollment events and in the health center setting).
- Complete a comprehensive benefits and qualified health insurance assessment for each new patient.
- Maintain and update all client records via eClinicalWorks electronic health record system.
- Drives financial results through the implementation of the Outreach & Enrollment designated efforts.
- Provides Outreach presentations and distributes patient recruitment materials (i.e. brochures and flyers) at community locations and to individuals in the community, to increase patient volume and health center revenue.
- Adhere to all policies as set forth by Medi-Cal, Covered California, and other programs.

Tracking and Documentation

- Maintains appropriate and accurate log of patients assisted, including:
 - a. Name of patient
 - b. Patient chart number, I.D., Date of Birth, Medi-Cal number
 - c. Type of health plan or program enrolled in
 - d. Date of application
 - e. Status of application
 - f. Other activities, including follow-up phone calls or updates
- Keeps all patient paperwork/documents in an organized manner to avoid repeated visits
- Maintains or submits required reports to his/her supervisor
- Help patients and community member's complete application/submission for programs/benefits for which they qualify, ensure proper documents are collected and provide troubleshooting assistance.
- Enter enrollment and its related information into designated program sites, such as: Medi-Cal, Covered California, and/or BenefitsCal.
- Ensure proper documentation of all assistance provided.
- Any additional duties as directed by your supervisor.

QUALIFICATIONS

Minimum required education, experience and/or training:

- High school diploma or equivalent
- Bilingual English/Spanish, preferred
- At least 1-year experience providing customer/patient services in a health/dental office setting
- Current Basic Life Support (BLS) Certification by the American Heart Association
- Experience with electronic health records (EHR), eClinicalWorks preferred
- Experience at Federally Qualified Health Center preferred

Key Competencies:

- Committed to providing an exceptional experience in all interactions
- Familiarity with San Pedro/surrounding areas
- Communication/Public Speaking-verbal and writing skills
- Professional among co-workers, community partners
- Be a team player
- Culturally/Linguistically sensitive when speaking to target population Basic knowledge of insurance enrollment requirements, including Medi-Cal and Medicare

- Ability to understand and manage patient appointment schedules in order to optimize patient flow and provider/staff productivity.
- Must have strong analytical and problem solving skills
- Must have proficient computer skills including Microsoft Office abilities, with intermediate Excel skills
- Must have the willingness and ability to adapt to change including advances in technology
- Ability to handle multiple tasks and be highly organized and detail-oriented, prioritizing upcoming events, community meetings, data reporting, emails, etc
- Proactive mentality, ability to ask questions when things aren't clear, present creative ideas
- Committed to the mission of Harbor Community Clinic

HR Procedural Requirements:

- Legal authorization to work in the United States
- A valid California Driver's license with clean records and access to an insured automobile
- Completion of HCHC Health Assessment Form

PHYSICAL REQUIREMENTS

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. While performing the duties of this job, the employee is regularly required to sit; use hands to manipulate objects, tools or controls; reach with hands and arms; and talk and hear. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust.

Hours: HCHC is open Monday-Thursday 8:00am-6:00pm, Friday 8:30am-5:00pm with occasional overtime, or other shifts based on clinic need. This is a non-exempt position and any overtime must be approved by the Supervisor in advance.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

Harbor Community Health Centers provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. Harbor Community Health Centers complies with applicable state and local laws governing non-discrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Employee Name:

Date

Employee Signature

DISCLAIMER

The above statements define this position as it currently exists and are intended to describe the general content of and requirements for this job. They are not to be considered as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of the supervisor. Harbor Community Health Centers is an at-will employer.

In addition, Harbor Community Health Centers may change your duties, compensation or hours, or transfer, reassign, promote, demote, suspend or otherwise change the terms and conditions of your employment (other than the at-will relationship), with or without cause or prior notice.