

## Position Description

<b>Position:</b>	Enrollment Specialist
<b>Location:</b>	Whatcom County; May Travel to Local Cities or Neighborhood Counties
<b>FTE status:</b>	Hourly/non-exempt; 1.0 FTE, 40 hrs/week
<b>Starting Salary/Benefits:</b>	\$15.00/hour, DOE, Benefits in accordance with WAHA personnel policy
<b>Reports to:</b>	Programs Director

**Job Purpose:** The Enrollment Specialist works directly with clients, community health workers, families, and health care personnel to support clients who need to access a variety of supports that impact their health. This position will work alongside WAHA direct services staff and volunteers who support clients with overcoming barriers to care by screening and connecting to various need-based programs and health care options. The Enrollment Specialist is also an advocate & system navigator for clients and their families when they hit roadblocks to getting the care they need. This candidate will be working with client health information and must be able to maintain strict confidentiality. This position requires a flexible, self-directed person, who is excellent at handling situations where all the details may not yet be available or determined and can search for the information that is needed. The candidate will also be expected to have strong analytical and problem-solving skills. Location of work will be in an office setting, or other outstation areas as needed. Some travel may be required for meetings and enrollment events at other locations.

### Qualifications:

- Associate degree or equivalent professional experience
- Ability to communicate effectively with diverse sectors of the community
- Possess excellent attention to detail, good organizational skills and ability to prioritize multiple tasks
- Experience with outreach and public speaking
- Computer competency: MS Office (Word, Excel, Access), internet
- Ability to work occasional weekend and evening hours
- Valid driver's license with reliable transportation and insurance

### Preferred Qualifications:

- Experience utilizing local social services in Whatcom County
- Strong background on community resources that addresses barriers to improving individual and family health
- Bilingual in English & Spanish with the ability to communicate effectively, both orally and in writing

### Essential Functions:

- Assists with WAHA's direct service performance goals by conducting holistic screen of client needs, identifying resources, and connecting clients to appropriate WAHA services such as Advance Care Planning, BHAP, Laurendeau, community programs, and referrals
- Reduces barriers for individuals accessing benefits who are eligible for cost saving programs such as basic food, charity care assistance, premium assistance programs, patient and prescription programs by assisting clients with application navigation and recertification processes

- Increases clients' health literacy by providing appropriate consumer materials and visuals for explaining the health care system, preventative benefits, behavioral health, dental, and ancillary health options
- Increases client awareness on how to secure a primary care provider, specialty, medications, and other services under health plan
- Promotes client empowerment to advocate on their own behalf by utilizing cultural humility and motivational interviewing techniques, and action planning
- Provides high quality person-centered assistance to consumers of all ages by becoming certified in health care coverage training and resources training such as Advance Care Planning, Marketplace, Medicare, Medicaid, and other continuing education topics
- Ensures individuals receive benefits for which they are eligible by checking 3<sup>rd</sup> party data systems and/or by conducting follow-up conversations and activities as needed with clients to ensure that applications for health care needs are successfully completed and submitted
- Assists with agency funder requirements by following tracking protocols and gathering sensitive and confidential client information
- Increases referrals and client utilization of WAHA services by providing public presentations to consumers and service providers as well as staffing targeted enrollment sites for selected populations per month
- Describes impact of services provided to clients served by submitting monthly reports of services rendered, interaction notes, and client success stories to supervisor
- In cooperation with direct services staff and volunteers, assist with developing and improving standardized screening, education and referral processes
- Complies with Washington Health Benefits Exchange contractual requirements with assisting navigators from our North Sound Network with technical assistance, helptickets, as well as some occasional outreach outside of Whatcom County
- Other duties, projects, and trainings as assigned

**Working Conditions/Physical Requirements:**

Work is performed in an office environment. The office is very fast-paced with many deadlines to meet. Potential exposure to repetitive stresses due to prolonged use of computers. Stress associated with receiving multiple tasks from various individuals may occur.

Sufficient mobility is required for the use of office equipment such as computers, telephones, files and the copier. Sitting for extended periods of time as well as lifting a maximum of 30 pounds (file storage boxes, supplies, etc.) may be required. The ability to hear and communicate at a level sufficient to perform the essential functions of the position is required.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas, to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

It is the policy of the Whatcom Alliance for Healthcare Access to not discriminate against any person with regard to race, color, religion, sex, age, national origin, sexual orientation, marital status or physical or mental disability.

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**Employee Signature**

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**Date**



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