



HEART OF INDIANA UNITED WAY

JOB DESCRIPTION

Job Title: CKF Outreach and Enrollment Specialist	Reporting To: Vice President of Impact
Department: Regional	Exempt or Non Exempt: Non-Exempt

Position Description:

The Covering Kids and Families (CKF) Outreach and Enrollment Coordinator will assist in the coordination of outreach and enrollment activities for the CKF local coalition in the community setting. The Specialist will work closely with the Community Impact Team to develop, implement and evaluate outreach, enrollment, and retention of uninsured individuals, families, and children into available health coverage programs. The Specialist will coordinate all outreach activities and events and enrollments for state and local assistance programs and provide resource support to individuals and families within the community environment. Responsibilities include providing outreach and assistance to uninsured individuals in collaboration with coalition partners and community resources regarding enrollment in Medicaid, SCHIP, and other public and private health coverage programs.

Core Competencies:

- Results Driven
- Strategic Relationship Builder
- Effective & Engaging Communicator
- Embracing & Managing Change
- Entrepreneurial & Innovative
- Values Diversity & Inclusion

Key Responsibilities

Outreach and Enrollment

- Attend necessary training approved by Family Social Service Administration and local Office of Family and Children in order to successfully complete Hoosier Healthwise, Healthy Indiana Plan, and Marketplace applications.
- Obtain and maintain Indiana Navigator certification, Indiana Application Counselor certification and Community Health Worker Certification
- Develop and maintain professional relationships with coalition partners and community resources that have access to uninsured individuals.
- Identify and enroll uninsured individuals, children and their families into viable state and local health care assistance programs.
- Maintain documentation and perform case management on all applications, including eligibility status.
- Educate and support individuals and families regarding options and service availability and renewal requirements.
- Assist individuals and families with community resources and referrals.



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- Plan and organize outreach opportunities such as educating partners and community resources on the referral process for enrollment assistance, enrollment events, etc.
- Gather data and document work accomplished for required reports.
- Attend meetings and participate in conference calls as requested.
- Develop and maintain relationships and communication with key stakeholders, private and public organizations (federal, state, and local entities) and volunteers, and other partners that can further the goals of the local coalition and lead agency to expand access to health coverage for uninsured or underserved children and families, and increase self-sufficiency of residents of the service area.
- Participate in professional development activities and maintain professional affiliations.
- Maintain confidentiality of all personally identifiable information.
- Perform all other duties as assigned.

Working Relationships

- Position works under the direction of the Vice President of Impact.
- Position works with the Director of CKF to develop community outreach and enrollment goals, coordinate outreach opportunities, and align connections and communications across the region.
- Work closely with the local CKF coalition, Fayette and Henry County strategic partners, and Covering Kids & Families of Indiana, Inc. (CKF-IN) to achieve CKF-IN's strategic goals of ensuring access to health care by the uninsured and underinsured.
- Position works with other HIUW staff on grant development and other funding opportunities, volunteer engagement and special events, communicating stories of outcomes and impact of HIUW funding and activities, and cultivation of key relationships.

Job Requirements

- High school diploma or equivalency required. Associate's degree or two to five years equivalent experience in the industry or in a comparable patient account or enrollment position preferred.
- Skill in establishing and maintaining effective working relationships with individuals, families, coalition partners, community resources and the public at large.
- Skill in interviewing and communicating to establish trust and elicit information and cooperation from individuals.



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- Demonstrated understanding of enrollment and account operations in a community or health setting.
- Ability to work with computer software programs, such as Word, Excel, etc.
- Ability to interpret and communicate agency rules, regulations and procedures.
- Ability to write reports and collect data.
- Knowledge of community resources and referral agencies.
- Possess strong organizational skills and has skills in developing and implementing new programs.
- Knowledge of group dynamics and project a positive, professional attitude with customers and coworkers.
- Ability to communicate and work creatively with management and departmental staff to achieve objectives.
- Possess understanding of individual's socioeconomic status and lifestyle with respect for individual differences.
- Ability to work nights and weekends.
- Demonstrated ability to travel to work in a variety of locations throughout Fayette and Henry County.
- Ability to lift and carry equipment and supply boxes up to approx. 30 lbs.

Note: The description given is intended only to provide information about the general nature of the job and is not an all-inclusive list of job duties, skills or abilities, which may change.