



FLSA Status: Exempt, Full-Time

Employment Condition: Grant funded, 12-month position

Prepared: 10/2019

Community Outreach Specialist

Organizational Overview:

HCSF is a private, not-for-profit corporation created under Chapter 408.033, Florida Statutes, with the mission of providing coordinated health planning designed to enhance the provision of accessible, affordable and high quality health care services to all persons residing in the service district, defined in the enacting legislation as Miami-Dade and Monroe Counties. HCSF is one of eleven local health planning councils under contract with the Florida Department of Health to perform various health care service responsibilities as designated in the statute. Florida Law establishes local health councils as a network of non-profit agencies that conduct regional health planning and implementation activities. HCSF has a long history and a broad range of experience in health services planning, research and community involvement.

Local health councils work with the various communities on efforts designed to improve access to health care, reduce disparities in health status, assist state and local governments in the development of sound and rational health care policies and advocate on behalf of the underserved.

Health Council of South Florida is an "at-will" employer as defined by the laws of the State of Florida. Consequently, employees serve at the pleasure of the Council and shall not have any property interests or entitlements to continued employment. The employment relationship can be severed at any time by either HCSF or the employee for any reason or no reason, except for an unlawful reason.

Summary of Work:

The Community Outreach Specialist position is a grant-funded, 12-month position responsible for providing information, education, and application/enrollment assistance to individuals and families seeking health care coverage through Florida KidCare, Medicaid, SNAP, TCA, and the Federally Facilitated Health Insurance Marketplace. In addition, this position is responsible for conducting public education activities designed to raise awareness about the Affordable Care Act (ACA) and the Health Insurance Marketplace and recruit eligible consumers to obtain health insurance coverage through the Marketplace. The Community Outreach Specialist will function under the direction and guidance of the Project Director.

Core Duties & Responsibilities:

- Provide information and enrollment assistance to individuals, families and consumers seeking coverage in Florida KidCare, Medicaid, SNAP, TAC, and the Health Insurance Marketplace
- Conduct public education activities, in conjunction with community partners, to raise awareness about the Health Insurance Marketplace.
- Perform community outreach and educational activities such as tabling, canvassing, and phone calls
- Recruit eligible consumers to review their options in the Marketplace.
- Provide assistance in a timely manner.
- Refer consumers to community resources, as needed.
- Provide information in a manner that is culturally and linguistically appropriate.
- Abide by all federal rules and regulations, including the Health Insurance Portability and Accountability Act (HIPAA).
- Assist individuals with understanding common health insurance terminology.
- Provide information on eligibility for Advanced Premium Tax Credits and Cost-Sharing opportunities available through the Health Insurance Marketplace.
- Track and report contact with consumers, including enrollment data (i.e. number of applications started, number of completed applications, number of individuals enrolled, etc.)
- Maintain expertise in federal and State of Florida rules and regulations related to the Affordable Care Act and Health Insurance Marketplace.
- Maintain a solid understanding of government-sponsored health insurance programs such as Medicare, Medicaid and Florida KidCare
- Complete required federal and state trainings and pass Navigator/ Certified Application Counselor exam.

Knowledge, Skills, and Abilities:

- High School Diploma, with at least four years of experience in community relations or human services and/or bachelor's degree with at least two years of experience in social service enrollment or human services. Work experience must include direct customer contact.
- Community Health Worker (CHW) Certification preferred.
- Must be able to obtain application counselor certification through the Centers for Medicare & Medicaid Services (CMS).
- Previous work experience with benefit programs in a human service or health insurance setting is preferred.
- Strong communication skills, both verbally and written.
- Bilingual preferred.
- Technology savvy.
- Strong interpersonal and customer service skills.
- Experience in working with diverse groups.
- Evening and Weekend Hours required.

Other Requirements:

- Valid State of Florida Driver's License with appropriate insurance coverage.
- Must have the ability to travel, as needed.
- Physical demands are minimal for this position, and includes sitting, standing, walking reaching, light-lifting (less than 25 lbs) and any other office situation. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.
- May require extended hours and flexibility with scheduling, as necessary.