



CENTRO LA FAMILIA
ADVOCACY SERVICES
FAMILY SUPPORT CENTER

JOB DESCRIPTION

TITLE: Certified Enrollment Counselor- Covered California

Qualification:

Education: Associate Degree in Human Services or related field, relevant work experience may substitute for education.

Experience:

Two years experience in a community based human service agency, outreach worker, eligibility worker, or other related work experience. Must possess knowledge of the community in which they will work in.

Essential Job Functions:

Under supervision of the Program Manager staff member is responsible for the delivery of advocacy services (public health insurance enrollment) to agency clients. Conducts outreach, education, and enrollment for public health insurance. Staff member assures retention and utilization and is required to conduct follow-ups and reenrollments.

Responsibilities Include:

- Bilingual/Bicultural (Spanish/English)
- Ability to work with governmental /health/community based organizations.
- Knowledge of public entitlement benefits and eligibility standards.
- Ability to interpret rules and regulations.
- Ability to listen well, understand and analyze the clients' issue
- Possess sensitivity to the issues of the low income community, with special focus on minorities and children.
- Good report writing, reading and verbal skills.
- Good recordkeeping, documentation, computer skills.
- Broad knowledge of community resources.
- Must be able to work well with others and able to operate effectively as a team member; good telephone etiquette, able to assist staff members if needed, etc.
- Assess client's meets eligibility for program,
- Develop plan of action to meet all program deliverables,
- Follow-up with client to ensure client has identified a medical home and made necessary doctor's appointment for children
- Keep accurate client records, with sufficient documentation for contract compliance.
- Provide monthly reports to management and report any challenges in monthly enrollments.

- Identifies available community resources and refers clients as necessary.
- Other duties as assigned.

Other Requirements:

Able to work a flexible schedule

Transportation and valid driver's license/car insurance

Reports to:

Department Manager

Submit electronic resume to: mrocha@centrolafamilia.org