

## **Outreach and Enrollment Specialist**

### **Join Wilmington Community Clinic!**

WCC provides quality, non-discriminatory health services to improve the health and well-being of all served, regardless of their ability to pay. We have served patients in and around Wilmington and Los Angeles for over 40 years. We are proud of the services we provide and put patient care front and center. We provide medical, mental health and dental services. We are proud of the impact we are making in the community!

### **About the Outreach and Enrollment Specialist Position**

This is a temporary, full-time position (40 hours/week) with the potential for continued employment. The Outreach and Enrollment Specialist will provide opportunities for community residents who lack access to healthcare and health insurance, provide enrollment and application follow-up assistance and build/strengthen enrollment collaborations with local partner organizations. The goal of the Outreach and Enrollment Specialist is to increase health insurance coverage and access to quality health, dental and behavioral health care for community residents.

***This position is responsible for traveling to different organizations, community events and other locations around Wilmington and surrounding cities.***

### **Benefits**

WCC offers a competitive salary and benefits including medical, dental, vision, life insurance, retirement, paid time off, paid holidays and free employee parking. The environment is team oriented with a clear focus on the mission of the organization.

### **Essential Position Responsibilities**

- Provide enrollment assistance (including completing coverage applications, gathering required documentation, etc.) for uninsured clients to access subsidized, low cost and free health insurance programs.
- Provide structured patient education on health coverage, engage in follow-up conversations and offer renewal assistance for enrolled individuals.
- Distribute outreach materials to patients, community members, partner organizations and businesses to build coverage option awareness.
- Develop, discover and attend community events in order to promote coverage options, spur enrollment and build referral linkages.
- Collaborate with various local organizations to build awareness.
- Accurately track goal achievement and client satisfaction.
- Assist in the development and implementation of organizational outreach and enrollment initiatives.
- Knowledge of State and Federal programs to ensure reimbursement from Medicare, Medi-Cal and other third-party payers.
- Knowledge of health plans and ability to effectively communicate these requirements to physicians and administrative personnel.

- Input patient's basic demographic information and insurance status in the electronic health record software, updating information as needed.
- Maintain communication/correspondence with insurance/IPA/program carrier.
- Identify community organizations to support and/or collaborate in outreach efforts.
- Participate in outreach activities and agency events as needed; market clinic services including distribution of flyers and brief presentations.
- Maintain documentation of attendance.

## **Skills**

- Ability to remain organized while managing multiple details.
- Bilingual in English/Spanish, preferred.
- Ability to communicate effectively both verbally and written.
- Ability to relate to people from different socio-economic backgrounds
- Knowledge of HIPAA privacy and confidentiality practices.
- Professional demeanor and appearance a must.
- Excellent customer service skills required.

## **Education and Experience**

- High School Diploma or GED.
- One year of administrative and customer service experience.
- Previous experience in government program eligibility and screenings.
- Valid California Driver's License, auto insurance and available transportation.

## **What's Next?**

Thank you for your interest! Please submit your resume to [hr@wilmingtoncc.org](mailto:hr@wilmingtoncc.org) for consideration. Please list in the subject which position you are interested in.