

SOUTHERN TIER INDEPENDENCE CENTER
JOB DESCRIPTION

Position: Outreach and Engagement Specialist
Hours: Full-time 35 hours per week, non-exempt
Created: 4/2018

QUALIFICATIONS

1. Associates Degree, preferred
2. Ability to effectively interact and work with individuals from diverse backgrounds.
3. Ability to multi-task and work effectively in both a team and individual setting.
4. Excellent conflict resolution skills.
5. Excellent interpersonal and communication skills. Must be comfortable speaking to groups.
6. Excellent computer skills and knowledge of Microsoft Office applications.
7. Excellent attention to detail, organizational skills and the ability to prioritize work tasks.
8. Knowledge of Medicaid, Medicare, Family Health Plus, and Child Health Plus, preferred.
9. Strong commitment to the integration of people with disabilities into all aspects of community life
10. Valid Driver's License and a reliable vehicle.

RESPONSIBILITIES

1. Some travel within seven county service area.
2. Work a flexible schedule that may include early mornings, evenings and weekends.
3. Conduct public education and outreach activities to raise awareness about Facilitated Enrollment for Aged Blind and Disabled (ABD).
4. Develop relationships with community organizations for the purpose of cultivating referrals streams for Aged Blind and Disabled (ABD) applications.
5. Maintain an expertise in eligibility, enrollment and program specifications for various Medicaid and Medicare insurance programs.
6. Maintain comprehensive knowledge of the Access NY Healthcare application, the Access NY Supplement A and related forms, Medicare enrollment documents, as well as additional documentation required to process successful ABD applications.
7. Assist facilitated enrollers with the collection of required supporting documentation for ABD applications.
8. Manage determinations of ABD applications, including follow-up with LDSS and Social Security Administration as necessary.
9. Assist potential enrollees with grievances, complaints or questions regarding their health coverage or a determination related to their coverage.
10. Assist with retention of current ABD enrollees, including providing notification of required application renewals.
11. Maintain required files and documentation on the ABD server ensuring that standardized file archiving procedures are followed.
12. Maintain the confidentiality of information contained on the Access NY Healthcare application, the Access NY Supplement A and related forms, Medicare enrollment information and any additional information provided by applicants, as well as information contained on supporting documentation.
13. Attend all mandatory agency trainings, meetings, sign language class and advocacy groups.
14. Collect data and prepare and submit required reports in a timely manner.
15. Act as a back-up for other members of the Facilitated Enrollment team, as needed.
16. Other related tasks as required and time permits

Southern Tier Independence Center, Inc. is an equal opportunity employer. It is our policy to hire the best qualified applicant for the position, without regard to race, creed, color, national origin, sex, age, disability, marital status, gender, religion, veteran status, sexual orientation, genetic disposition or carrier status.