

**Maine Mobile Health Program  
Position Specifications  
Essential Functions and Applicant Requirements**

**Position Title:** Outreach and Enrollment Assistant

**Position Reports to:** Administration

**Position Supervises:** N/A

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**Position Summary:**

This position will be responsible for performing all duties relevant supporting access to health insurance and free care services among Maine Mobile Health Program (MMHP) patients and their families. Core roles include: conducting outreach and education about health insurance opportunities for patients, assessing individuals and families for eligibility for health insurance and free care programs, completing applications with patients and maintaining communication with health insurance programs and hospitals.

**Essential Responsibilities:**

Outreach and Enrollment Responsibilities: Help individuals/farmworkers understand eligibility for health insurance coverage and affordability options and assist individuals/farmworkers with the healthcare enrollment process.

1. Acquire and maintain certification as a Certified Application Counselor (CAC) and maintain a thorough knowledge of insurance options available through the Affordable Care Act (ACA).
2. Provide education to consumers about coverage and affordability options through the Marketplace, MaineCare and employer provided insurance.
3. Conduct public education activities to raise awareness about coverage options available in Maine and help consumers achieve basic health insurance literacy.
4. Identify individuals statewide that are eligible for enrollment through the ACA, Medicaid, or employer provided insurance.
5. Assist individuals with the Marketplace enrollment process in order to enroll or re-enroll in affordable health insurance and/or assists individuals in filing for certificates of exemption or appeals, as necessary.
6. Assists eligible individuals in filing MaineCare applications, following up with DHHS about the status of the application, and understanding benefits, if approved.
7. Works with the MMHP outreach team to review, evaluate and coordinate enrollment in partnership with existing patients, Community Health Workers, and general community members and represents MMHP in specified assister meetings.

### **Other Responsibilities:**

1. Complete necessary documentation, including Federal Outreach and Enrollment tracking forms and documentation of patient coverage in MMHP's electronic medical record.
2. Perform tasks as required by the supervisor and senior staff to promote proper utilization of time and staff.
3. Participate in MMHP trainings, retreats, and meetings as required.
4. Adhere to infection control/safety guidelines, and confidentiality policies.
5. Assist in the development of policies and procedures to improve health care delivery, cultural and linguistic appropriateness and program effectiveness.
6. Perform other related duties as assigned.

### **Availability Requirements:**

Daytime, and some evening and weekend hours. Ability to provide services in varied geography.

### **Essential Requirements:**

**Licenses:** Current drivers license, with good driving record for the past 3 years, or period of licensure, whichever is shorter. Reliable transportation and insurance required.

**Education:** High school graduate with business background required. Successful completion of all required and applicable federal and/or state consumer assistance training. Continuing education and developing additional skills via Corporate Education, seminars and classes are essential

**Skills/Abilities:** Possesses a strong understanding of the community to be served either because of prior work, relationship in/to the community and/or other life experience. Excellent customer service and oral communication skills. Ability to establish positive, supportive, and trusting relationships with and among patient and colleague and to work collaboratively and effectively within a team. Ability to develop, adapt, and execute outreach plans. Ability to organize, collect and document written information, and prioritize work. Ability to read, understand and follow oral and written instructions. Identify and apply appropriate role definition and skilled boundaries. Ability to be flexible, work independently, and empathize with clients. Ability to work within the cultural context of the community being served. Ability to speak Spanish(determined by completion of language proficiency screening). Prior experience with health education, farmwork, and outreach helpful.

### **Equipment Usage Requirements:**

1. Computer, Cellular Phone, Fax, Printer
2. Automobile

### **General/Field Work Environment and Physical Demands:**

1. Must be able to climb, stand, and walk.
2. Lifting not to exceed 50 pounds with good body mechanics.

3. Must be able to push/pull weight short distances.
4. Moderate twisting, frequent bending, infrequent squatting.
5. Endurance-moderated energy requirements (5-7 mets).
6. Gross dexterity with infrequent fine motor movement.
7. Both handedness required for 40-60% of the job cycle.
8. Frequent pinching, infrequent hand/wrist repetitions.
9. Requires hearing whispered at 3 feet (FAA Class III) and frequent, clear speaking ability.
10. Moderate exposures to infections.
11. Must have 20/40 corrected vision.

**Additional Environmental Demands:**

1. Steady exposure to voices and routine noises and occasionally loud sounds.
2. Slight likelihood of minor injury.
3. Slight likelihood of exposure to toxic condition.
4. Likelihood of working with others is great; association is frequent and comprises a major portion of the job.
5. Likelihood of working with people from a variety of cultures and speaking languages other than English is great.
6. Work is often in community setting: farms, labor sites/camps, ERs, clinics, etc.
7. Lack of control over pace of work is moderate, with periods of assignment based pace.
8. Role ambiguity is slight, rarely is it not clear what others expect of the worker.
9. Irregular work hours, depending on season, needs, and availability.

**Cognitive and Emotional Demands:**

1. Problem solving required along with frequent times when situation assessment and corrective action is needed.
2. Must be able to read and comprehend greater than a grade 6 level of instruction and have basic math skills.
3. Must remain calm and exercise self-control in working relationships with patients and staff.
4. Works directly and on a regular basis with persons who are or may become ill or disabled, must possess skills to cope with stresses associated with illness, disability, crisis and at times death.

NOTE: This position summary and job description is a general overview of the primary responsibilities which is subject to review and revision at any time.

I have read and understand the above Position Description

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Employee Signature

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Date

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Witness Signature

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Date