

JOB DESCRIPTION

Title: Enrollment Specialist – Wyandotte County FLSA Status: Full Time, Non-Exempt	Reports to: Health Navigation Program Coordinator & Director of Community Health
Department: Community Health	Date: August 2021

Summary: The Enrollment Specialist provides direct enrollment assistance to clients, offering support by screening and assessing eligibility for insurance and public services, assisting with the enrollment process, and providing follow-up with the client as needed.

ESSENTIAL RESPONSIBILITIES/FUNCTIONS

1	Primarily responsibilities include assisting clients with enrollment needs for public benefits including but limited to; KanCare, Insurance Marketplace, the Supplemental Nutrition Assistance Program (SNAP), LIEAP application, Housing Application Paperwork, filling out passport or disability paperwork, referring clients to area safety-net clinics, internal programs or external social services agencies or any other advocacy need expressed by clients.
2	Maintains records and documents of all service activities provided via one-on-one appointments or via phone and responsible for database tracking and follow-up information in MAACLink.
3	Assist with internal and external reports and success stories. Prepares monthly reports for Coordinator and/or Director.
4	Establish and maintain partnerships with community providers to enhance and coordinate client services.
4	Assist individual with benefit related questions. As appropriate, educate and address questions engaging the client with the enrollment process for KanCare, Supplemental Nutrition Assistance Program (SNAP) and other public benefits.
5	Works in an integrated manner with all El Centro staff/programs for other related services.
6	Carry out the mission, vision, and strategies of El Centro, Inc. and works cooperatively with El Centro staff.
7	All other duties as assigned

KEY COMPETENCIES/SKILLS

- Strong Written and Verbal Communication Skills
- Strong Interpersonal Skills
- Relational Skills
- Organizational and Time Management Skills
- Problem Solving Skills
- Comfortable working with diverse populations
- Ethical Conduct
- Proficient in Word, Excel, Outlook, PowerPoint

POSITION REQUIREMENTS

Preferred Education and/or Experience

- Bachelor’s degree in health, nutrition or related field preferred
- Experience in customer service/direct work with clients of diverse backgrounds
- Bilingual – Spanish/English - Required

ADDITIONAL REQUIREMENTS

- Attitudes, knowledge and skills to deliver culturally competent services.

El Centro, Inc. is an Equal Opportunity Employer



Signatures

This job description has been approved by all levels of management:

Manager _____ Date _____

HR _____ Date _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____