

JOB DESCRIPTION

Title: Enrollment Specialist FLSA Status: Non-Exempt	Reports to: Director of Community Education & Outreach
Department: Promotoras Department	Date: June 2023

Summary: The Enrollment Specialist is primarily responsible for screening clients and entire households to assess what public benefits they qualify for and could benefit from. This position will target individuals needing assistance with SNAP (Food Stamp) and other food access programs in Wyandotte and Johnson Counties.

ESSENTIAL RESPONSIBILITIES/FUNCTIONS

1	Primarily responsibilities include assisting clients with enrollment needs for public benefits including but limited to; 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	Will work with Community Education & Outreach team on community activities, special events and community education classes.
5	Establish and maintain partnerships with community providers to enhance and coordinate client services.
6	Assist individual with benefit related questions. As appropriate, educate and address questions engaging the client with the enrollment process for Supplemental Nutrition Assistance Program (SNAP) and other public benefits.
7	Works in an integrated manner with all El Centro staff/ programs for other related services.
8	Carry out the mission, vision, and strategies of El Centro, Inc. and works cooperatively with El Centro staff.
9	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

- Education or Certification in health, nutrition or related field Preferred, **not required.**
- Bilingual – Spanish/English - Required

ADDITIONAL REQUIREMENTS

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

El Centro, Inc. is an Equal Opportunity Employer



SU CONEXIÓN A LA COMUNIDAD

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 _____