

JOB DESCRIPTION

Title: Access Specialist – Wyandotte County FLSA Status: Full Time, Non-Exempt	Reports to: Associate Vice-President of Access
Department: Access Team	Date: May 2024

Summary: The Access Specialist provides direct enrollment assistance to clients, offering support by screening and assessing eligibility for insurance and public services, educating clients about eligibility and rights to enroll in services, assisting with the application process, providing follow-up with the client as needed, and ensuring the client understands how to best utilize the service and benefit for better access to healthcare and other services in the community.

ESSENTIAL RESPONSIBILITIES/FUNCTIONS

1	Primarily responsibilities include assisting clients with enrollment needs for public benefits including but limited to; Medicaid (KanCare or Mo HealthNet), referring Medicare clients to insurance brokers, Kansas City’s Medicine Cabinet, SNAP (food assistance), Childcare Assistance and Cash Assistance (all offered through DCF), LIEAP, Housing Programs, connecting with Social Security for retirement, SSI, or disability, unemployment benefits, applying for US passports, requesting birth certificates, and referring clients to area safety-net clinics, internal programs, or other organizations as needed.
2	Record and track client demographic, service, and follow-up information in MAACLink Data Base and update all other program data bases (ex. spreadsheets in Excel) used to track services for grant and program reports.
3	Supports the Associate Vice-President of Access with (but not limited to): monthly staff reports, data for grant proposals, reports, and other requirements. Attends program/staff meetings, completes quarterly client post-service phone surveys, all program requirements, and helps other program staff with any client/program concerns.
4	Develops and maintains a strong network of community organizations and health providers, to implement community outreach and education about services and help clients find care and other health 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 and programs to help clients access all services and achieve their full potential, helping fulfill El Centro’s mission and vision.
6	Carry out the mission, vision, and strategies of El Centro, Inc. and works cooperatively with El Centro staff.
7	Assist with other duties as assigned by Assoc. VP of Access, Coordinator or other El Centro admin staff.

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
- Client Interview Skills

POSITION REQUIREMENTS & PREFERENCES

Education and Experience

- High School Diploma or GED - Required
- Associate degree in health, social sciences, or other related areas - Preferred
- Bilingual – In Spanish & English, both written and oral – Required.
- Experience in customer service/case management with diverse clients - Preferred.

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 the employee’s understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____