



## **Health Coverage and Office Coordinator**

**Job Title:** Health Coverage and Office Coordinator - .8 FTE / 30 hours/week

**Hiring Range:** \$17-20 per hour, plus benefits

**Prepared Date:** March 3, 2021

**Mission Statement** of the Grand County Rural Health Network is “We work in partnership to advocate for and support the health of our community.”

### **Position Summary:**

Provide objective outreach, education and enrollment assistance to individuals and families interested in purchasing insurance through Connect for Health Colorado, the online health insurance marketplace. Additional administrative duties and general office coordination for small non-profit office. Based in Hot Sulphur Springs, requires travel throughout Grand County and biweekly to Jackson County. Highly skilled in Microsoft Office and internet. Only self-directed and motivated individuals need apply. Send letter of introduction and resume to: Jen Fanning, Executive Director, Grand County Rural Health Network, P.O. Box 95, HSS, CO 80451; fax 970-725-3478; or email [jfanning@gcruralhealth.org](mailto:jfanning@gcruralhealth.org).

### **Supervision Received:**

Reports to and receives general direction from the GCRHN Strategic Initiative Manager for Office Coordinator work and Associate Director for Health Coverage Guide work. Works closely with GCRHN Executive Director and other staff.

### **Supervision Exercised:**

None.

### **Essential Functions:**

#### ***Health Coverage Guide Functions – 7.5 hours per week***

1. Provide outreach and marketing in the 2 county region of Grand and Jackson Counties about Connect for Health Colorado, the range of public health care programs and private health insurance options, and the availability of help with insurance costs;
2. Provide customer service that emphasizes an unbiased, “no wrong door” approach to obtaining health insurance and health care services;
3. Provide general education to individuals, groups, and businesses about Connect for Health Colorado;
4. Meet with and assist individual customers in person to support education and enrollment in Connect for Health Colorado insurance coverage.
  1. Education can include explaining Health Coverage Guide services, reasons to buy health insurance, and options for coverage;
  2. Assist individual customers with opening or accessing an account with Connect for Health Colorado;

3. Assist customers with applications for getting help with premium and cost-sharing discounts through Connect for Health Colorado;
4. Explain affordability programs, Qualified Health Plans, Essential Health Benefits, and rights when using insurance;
5. Assist customers with application for getting help with premium and cost-sharing discounts through Connect for Health Colorado;
6. Assist customers with understanding web-based decision tools to help narrow the choices for qualified health plans;
7. When appropriate, assist clients in applying for Medicaid, CHP+, and other assistance programs like SNAP;
5. Oversees, with support from Associate Director, grant program management, including ensuring targets and deliverables are met, writing grant reports and coordination among partner agencies;
6. Perform accurate data entry in order to capture the full range of eligibility, enrollment, marketing, and outreach activities;
7. Participate in statewide activities as necessary, such as Connect For Health Colorado's Health Coverage Guide certification training program, to maintain an in depth and up-to-date understanding of public assistance and health coverage programs;
8. Participate in Agency Performance Improvement activities;
9. Other duties as assigned.

***Office Coordinator Functions – 22.5 hours per week***

1. Supports Strategic Initiative Manager with office administration functions for effectiveness, efficiency, and responsiveness.
  1. Orders office supplies and equipment as needed. Monitors and organizes inventory.
  2. Distributes incoming mail and prepares outgoing mail including bulk mail.
  3. Maintains filing systems.
  4. Interfaces with outside vendors. Manages and tracks all transactions.
  5. Prepares expense vouchers for office and program vendors.
2. Prepares scheduling of meetings and other meeting preparation. Takes minutes as assigned.
3. Assumes responsibility for projects and assignments as assigned by administrative staff as requested.
4. Data entry, including client data into various databases.
5. Assists in the administration of fundraising events, including:
  1. Facilitating vendor contracts (e.g. Requests for proposals, contract execution and implementation);
  2. donor and sponsor communications;
  3. Maintenance of donor database and mailing lists;
  4. Records incoming checks and donations and prepares thank-you letters;
  5. Creating and maintaining donor acknowledgement calendar
  6. Preparing documents and other administrative functions as assigned.
6. Assists with the completion of necessary reports as requested.
7. Supports coordination and administration of marketing calendar, including:
  1. Coordinating with staff on newsletter components and deadlines;
  2. Supporting website updates.
8. Assures compliance with all aspects of Network's mission, vision, goals, activities and budget.
9. Assumes receptionist duties, answer phone, route calls, conduct simple intake and take messages (when in-person operations resume).

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or

ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Experience and Education:**

Bachelor's degree preferred, or 2-4 years minimum work experience in communications, health, human services, insurance industry, or other relevant field such as communications, community outreach, or marketing.

Experience with health and human services, prefer direct experience with public assistance programs. Management or supervisory experience also desirable. Bilingual English-Spanish preferred.

**Knowledge, Skills & Abilities:**

- Basic knowledge of health insurance and health service delivery;
- Ability to greet and meet public and professionals in a positive and professional manner.
- Preferred experience in meetings and other event coordination.
- Skill in written communication to write reports, prepare minutes and proposals.
- Skill in verbal communication to direct, facilitate and develop relationships.
- Ability to work independently without close supervision in an independent work environment.
- Ability to follow through on assignments, grants, activities as requested in a timely fashion.
- Ability to explain and summarize detailed, complicated concepts;
- Ability to provide objective education and assistance;
- Ability to perform basic mathematical calculations;
- Communicates effectively and professionally with staff, customers and partners;
- Able to effectively utilize computer software and hardware provided;
- Skill in use of Microsoft Word, Excel, Internet and social media platforms. Experience with database usage preferred.
- Ability to establish and maintain effective working relationships with donors and partners.
- Ability to engage and respect a variety of socioeconomic and ethnic backgrounds appropriately.
- Ability to maintain professional demeanor when dealing with difficult individuals and situations.
- Preferred knowledge of Grand County healthcare services and organizations.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand; walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is normal in shared office.

This position requires evening and weekend availability dependent on client need.

COVID-19 work environment, as applicable; varies based on county- or organization-level restrictions and precautions. These can include working from home with organizational supports (such as phone and internet reimbursement) or working in the office with one- to three-people.