



Health Coverage Guide

Job Title: Health Coverage Guide – 1 full time position, 30-35 hours/week, or 2 part time positions, each at 20-30 hours/week. Seasonal. (Oct 2022 – Jan 2022)

Hiring Range: \$20-23 per hour

Prepared Date: August 29, 2022

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. Based in Hot Sulphur Springs, requires travel throughout Grand County and at least monthly 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: Amanda Uehlein, Associate Director, Grand County Rural Health Network, P.O. Box 95, HSS, CO 80451; fax 970-725-3478; or email auehlein@gcruralhealth.org.

Supervision Received:

Reports to and receives general direction from the GCRHN Associate Director. Works closely with GCRHN Executive Director and other staff.

Supervision Exercised:

None.

Essential Functions:

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 financial 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, including attending or hosting outreach and educational events;
4. Meet with and assist individual customers in-person or virtually 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, as well as basic health insurance literacy;
 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 understanding web-based decision-making tools to help narrow the choices for qualified health plans;
6. 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, including marketing and events, 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.

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 equivalent work experience in health, human services, insurance industry, or other relevant field such as communications, community outreach, customer service, or marketing.

Experience with health and human services preferred, especially 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.
- Skill in written communication to complete documentation and write reports/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;
- Skilled in use of Microsoft Word, Excel, MS Office365, Internet and social media platforms. Experience with database usage preferred.
- Ability to establish and maintain effective working relationships with customers and partners.
- Ability to engage and respect a variety of socioeconomic and ethnic backgrounds appropriately.
- Ability to maintain professional demeanor when working through difficult and stressful situations.
- Preferred knowledge of Grand County health and human services, resources, and organizations.

Core Competencies: The following core competencies are required for this position.

➤ **Client centered care:** You identify, respect and care about clients' and leaders' differences, values, preferences, and expressed needs. You empathize with their experiences, both easy and hard. Your role is always to coordinate care and look at the big picture, or social determinants of health, and how they impact the client's health and well-being. You listen to, clearly inform, and share decisions with the client. You continuously advocate for disease prevention and management, wellness, and the promotion of healthy lifestyles. You also understand the importance of population health, or the health of the entire community.

➤ **No wrong door approach:** You understand that health is more than health care. This is a client-centered approach where you can answer any questions a client might have to navigate the fragmented system of health care and human services.

➤ **Continuous learning and reflection:** There's always more to know out there, and you're hungry for it. You absorb information from your colleagues, your work, and from keeping up with your field. If something doesn't make sense, you ask questions until it does, and you apply what you learn in your work. You are not afraid to take risks even though it means that you will make mistakes. And you *WILL* make mistakes. You are reflective about your own practice, and give yourself the grace to make mistakes, name them, and learn from them. With your continuous learning and reflection practice, you grow from your mistakes and make yourself and the organization better for it. This practice is encouraged and supported. When you give yourself grace to make mistakes and strength to learn from it, we give you grace and support your strength.

➤ **Initiative and ingenuity:** You leverage resources creatively to solve problems and dive right in to take a concept from idea to implementation. You often consult with others, but you can also propose solutions in the best interest of the people we serve and the organization and get things rolling without much guidance. You provide timely and complete updates to your supervisor and/or team, even when that means there is little movement. By doing this, you illustrate your initiative and ability to work on a high functioning team.

➤ **Relationship-building:** Part of your job is connecting with people from many different backgrounds. You find (and even create) opportunities to deepen connections and build authentic, mutual relationships across lines of difference, such as race or other identities. You truly welcome viewpoints that differ from your own, and you're able to "sit with" discomfort when people express themselves in ways that aren't familiar to you.

➤ **Teamwork:** You actively participate in the work of team by voluntarily taking on different roles and responsibilities. You work cohesively with other team members and encourage the efforts and contributions of others. Together we are better and you always work to lift up your teammates. You communicate clearly and respectfully with co-workers. You ensure that your communication was received and understood, which often means understanding the different styles of communication each person needs to receive information. You assume best intentions in others. You ensure that team goals are achieved through fair and reasonable sharing of responsibilities, opportunities for participation, and adequate resources and other supports. You understand everyone has a role to play and contribute to the team's goals, and you contribute your share. You understand others' skills, experience, knowledge and creativity and consistently speak highly of others to contribute to team spirit.

➤ **Adaptability and problem solving:** You are always ready to take advantage of unexpected opportunities and address obstacles. You look for the root of both simple and complex problems, so you can seek solutions. You approach work with a spirit of "yes" and adapt as things change, which they often do.

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.

Work environment is variable, as services are performed in clinics, private homes, businesses, and various community settings. This is a mobile position. Lighting, acoustics, air quality, temperature, and environmental hazards are not predictable.

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

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

COVID-19 restrictions/precautions within 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.

Vaccine Requirements:

Our contractor for the Care Coordination Program, Rocky Mountain HMO) mandates GCRHN employees are fully vaccinated in order to do this work. Therefore, employees are mandated to be fully vaccinated and submit proof of vaccination at the time of hiring.

Trial Period:

New employees will be on a trial period for 90 days, during which you may not take vacation (unless pre-approved at time of hire) or work from home. This is to ascertain, for both you and the company, if this is truly the right fit. During and after this period, your supervisor will closely observe your job performance. Upon completion of the first 90 days of employment, employees become eligible for certain benefits, including accrued paid vacation and working from home option 30% of the time.