



Bilingual Health Coverage Guide

Job Title: Bilingual Health Coverage Guide

Job Status: Full time – Year around

Hiring Range: \$56,000-58,500

Prepared Date: August 3, 2026

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

Position Summary:

Do you enjoy talking to people? Are you detail oriented? Are you good at exploring information and educating people to help them make their own decisions?

The Bilingual Health Coverage Guide serves as a Certified Health Coverage Assister to provide objective outreach, education, and assistance to individuals, families and businesses, empowering customers to make health coverage decisions, increase awareness about health coverage options and support enrollment through Connect for Health Colorado, the online health insurance marketplace. Attends training and attains annual certification required by Connect for Health Colorado* (C4HCO). Works collaboratively with a variety of community partners to ensure equitable access in Grand and Jackson Counties for English and Spanish speakers.

Position is based in Hot Sulphur Springs or Granby and requires daily travel throughout Grand County and monthly travel to Jackson County.

To apply, send letter of introduction and resume to: Pamela Flor-Stout, Health Coverage Program Manager, Grand County Rural Health Network, P.O. Box 95, Hot Sulphur Springs, CO 80451; fax 970-725-3478; or email pfstout@gcruralhealth.org.

Supervision Received:

Reports to and receives general direction from the GCRHN Health Coverage Program Manager.

Supervision Exercised:

None.

Essential Duties and Responsibilities:

- 1) Provide complete, fair, impartial, and bilingual English/Spanish Health Coverage outreach, education, and enrollment assistance to individuals, families, groups, and businesses in Grand and Jackson Counties.
 - a) Help customers select and enroll in Health First Colorado when applicable, through PEAK
 - b) Assist with Medicaid, CHP+, SNAP, and other state or federally funded programs

- c) Meet with customers in person or virtually to explain health coverage options, eligibility criteria, affordability programs, Qualified Health Plans, Essential Health Benefits, rights when using insurance, basic health insurance literacy, and changes in circumstance that may affect coverage.
 - d) Assist customers with opening or accessing accounts, using web-based decision-making tools, exploring financial assistance options, and completing applications or enrollment steps for marketplace coverage, public health coverage, and other assistance programs as appropriate.
 - e) Provide customer service that is unbiased, client-centered, “no wrong door” approach, empowering customers to make informed health coverage decisions and access appropriate health care services.
 - f) Accurately document interactions and status updates in population health data systems and Assistance Network system within two business days.
 - g) Maintain the highest legal and ethical standards regarding non-disclosure of protected personal and health information.
 - h) Maintain a thorough, current understanding of policy and procedures, health coverage enrollment processes, financial assistance programs, public assistance programs, and Connect for Health Colorado requirements, including required training and annual recertification.
- 2) Develop and maintain relationships with agencies, community-based programs, and partners.
 - 3) Follow established referral procedures to connect customers with needed resources and reduce service gaps.
 - 4) Supports administration of the ACHES & PAINS Healthcare Voucher Program, such as but not limited to managing daily voucher inbox, reviewing applications, and entering clients information in databases.
 - 5) Support clients in accessing the ACHES & PAINS Healthcare Voucher Program while assessing eligibility for health coverage and financial assistance options and providing Health Coverage Assistance to voucher recipients as appropriate.
 - 6) Collect, analyze, report, and accurately enter data related to customer issues, needs, enrollment outcomes, eligibility, outreach, marketing, and other program activities in a timely manner, in accordance with shared GCRHN expectations and outreach SOPs; to meet grant, contract, evaluation, and organizational requirements.
 - 7) Collaborate with GCRHN teams, leadership, and community partners to meet program deliverables, identify common needs and service gaps, and support individual and systemic solutions.
 - 8) Participate in programmatic and organizational outreach, promotion, community events, staff and direct services meetings, statewide activities, and other training courses as needed.
 - 9) Provide input on Health Coverage Program policies, procedures, strategies, goals, evaluation, and program requirements as requested.
 - 10) Assume responsibility for projects and duties as assigned by the Program Manager, Program Director, Associate Director, or Executive Director.
 - 11) Perform 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 minimum 1 year 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. Bilingual English/Spanish required.

Knowledge, Skills & Abilities:

- Basic knowledge of public health, agency, and community resources;
- Basic knowledge of health insurance and health service delivery;
- General office skills including use of phone, copier, scanner, fax machine and computer;
- Proficient in the internet and in Microsoft Office applications including Word, Excel, Teams, and Outlook;
- Familiarity with electronic databases and collection of program data;
- Ability to use or learn to use a wide variety of computer applications;
- Ability to greet and meet public and professionals in a positive and professional manner.
- Ability to follow through on assignments, grants, and activities as requested in a timely fashion and without supervisor follow-up;
- Ability to respond to a variety of socioeconomic and ethnic backgrounds appropriately and recognize learning differences;
- Ability to maintain professional demeanor when dealing with difficult individuals and situations;
- 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;
- Ability to work independently without close supervision in an independent work environment.

Preferred Knowledge, Skills, and Abilities

- Must be fluently bilingual in Spanish and English and culturally sensitive to the needs of the Hispanic/Latinx community.
- 1+ years' experience working directly with the Hispanic/Latinx Community.
- 1+ years experience providing support for health insurance and health service delivery;
- Understanding of the local health coverage, care and human services environment.
- Knowledgeable of or experience with case management.
- Experience working directly with clients.
- Knowledge of Grand County health coverage and care services and organizations.
- A passion for customer service and experience motivating and supporting others.
- Lived experience impacted by social determinants of health, such as geography, culture, language, age, religion, income, sexual orientation, gender identification, etc.
- Demonstrated experience working with others on a team and across agencies or sectors.
- Skill in written communication to write case notes and communicate with clients, coworkers, providers, and partners.
- Skill in verbal communication to direct, facilitate and develop relationships and present information to clients, coworkers, and partners.
- Demonstrated skill in verbal communication to give direction, provide facilitation, develop relationships, foster collaboration, give presentations, and provide peer support.
- Ability to greet and meet public and professionals in a positive and professional manner.
- Ability to work independently without close supervision in an independent work environment.
- Ability to follow through on assignments as requested in a timely fashion with limited supervisor follow-up.
- Ability to respond to a diverse client population in a culturally competent manner.
- Ability to maintain professional demeanor when dealing with difficult situations.
- Skilled in use of Microsoft Word, Excel, and Internet. Experience with database use preferred.
- Ability to respond to a variety of socioeconomic and ethnic backgrounds appropriately.
- Ability to maintain professional demeanor when dealing with difficult individuals and situations.
- Ability to formulate a plan, actions steps, goals, objectives and follow-up to address client needs.
- Skilled in use of Microsoft Word, Excel, and Internet. Experience with database usage preferred.

Requirements: Valid Colorado driver's license and reliable vehicle (mileage will be reimbursed for work-related travel). Fluent bilingual English-Spanish language ability is required, bi-cultural preferred.

Equipment:

- Equipment includes phone, fax, copy machine, scanner, and computer.

Accommodation: To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements within this job description represent the knowledge, skills, and abilities necessary for success. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

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. While performing the duties of this position, the employee is regularly required to sit, talk, and hear. The employee frequently uses hands to type, handle materials, and operate office equipment. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee must occasionally lift and move items 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. This position operates in a shared office environment with regular interaction with staff, clients, and community partners. Work may involve interruptions and shifting priorities. The employee will be required to work at all office locations as well as community spaces. The noise level is consistent with a typical office setting.

Benefits: Employees of the Grand County Rural Health Network are eligible for a comprehensive benefits program that includes medical insurance, retirement with employer matching, paid vacation, holiday, and sick time, flex scheduling, and other benefits outlined in the employee handbook and orientation materials. Please note this position is an in-office position and will only be eligible for remote work with supervisor approval.

Trial Period: New employees participate in a 90-day trial period to ensure the role is a good fit for both the employee and the organization. During this period, employees are not eligible to use vacation time unless it was pre-approved at the time of hire, and work from home options are not available. Supervisors will provide feedback and monitor performance during this period. After successful completion of the 90-day trial period, employees become eligible for additional benefits, including the use of accrued paid vacation and remote work.

Core Competencies: The following core competencies are required for this position. Employees are expected to bring these competencies to the role and to continue developing and strengthening them over time through training, feedback, and professional growth. Detailed descriptions of each core competency can be found on our website: <https://gcruralhealth.org/about-us/join-our-team/>.

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| ➤ Client-centered care | ➤ Initiative and ingenuity |
| ➤ Medical home approach | ➤ Ownership and resilience |
| ➤ No wrong door approach | ➤ Relationship-building |
| ➤ Equity at the center | ➤ Teamwork |
| ➤ Continuous learning and reflection | ➤ Adaptability and problem solving |
| ➤ High volume, high efficiency | ➤ Spirit of possibilities |
| ➤ Attention to detail | ➤ Work/Life balance |