

## **Outreach and Enrollment Specialist**

**Position Summary:** This position will conduct outreach to diverse populations to identify individuals and families in need of health insurance coverage and connect them to the appropriate coverage program through the state ONE system and the Federal Health Insurance exchange. The Outreach and Enrollment Specialist will also build partnerships for referral networks and provide coverage education to partners and community members. In addition, this position will refer clients to other social and medical services as appropriate.

**Compensation:** \$44,782 to \$47,299 per year, set by NEON's standardized compensation scale. This salaried position is 40 hours per week with full benefits. NEON offers employee health, dental, life insurance, employee assistance program, retirement match, a flexible work schedule, professional development, and wellness incentive (90 minutes paid activity or wellness time per week as part of 40-hour schedule). This position will be eligible for a COLA wage increase beginning July 1, 2023.

**Work Location:** NEON is located in La Grande, Oregon and duties will be performed in office and community settings throughout Baker, Union, and Wallowa Counties. The NEON office is family-friendly, and NEON strives to provide a flexible and supportive work environment as the position allows.

**Working Conditions:** This position will entail extended periods working at a computer, including online meetings and/or training using audio and video. Generally, the schedule will be Monday – Friday, normal office hours, with occasional travel, weekend and evening hours for outreach events and activities. Outreach events may be indoors or outdoors.

**Training:** As part of this position, the candidate will complete required training and criminal background check for state assister certification to assist with the application processes for the state ONE system and Federal Health Insurance Exchange. This training as well as basic HIPAA training and Community Health Worker training and certification will be supported by NEON and/or state partners as needed. Interested bilingual candidates will also have the option to complete Health Care Interpreter training and interpret as part of this position.

**Qualifications/Prior Experience:** High School diploma; Minimum of 1 year experience in outreach and community-based health and/or social services; Strong familiarity with Northeast Oregon communities; Strong communication skills; Valid driver's license and vehicle. Preferred: fluency in Spanish, Marshallese, or other second language.

### **Responsibilities:**

- Provide welcoming and inclusive application assistance and system navigation support to anyone seeking help during the application and enrollment process.
- Build a detailed knowledge of health insurance products and programs and keep up to date on changing eligibility criteria.
- Assist with referrals & coordination of services as necessary and requested, including but not limited to energy assistance, food assistance, housing navigation, legal services, insurance agents, and unemployment resources.

- Build health literacy and provide coverage education in 1:1 and group formats.
- Communicate complicated information in clear non-technical language.
- Catalog federal, state and local resources related to health coverage and health.
- Collect and maintain accurate data for all outreach activities and client encounters, including data entry in current database reporting system and complying with data requests from NEON leadership in a timely manner.
- Maintain client records and sensitive information in compliance with all HIPAA and confidentiality regulations.
- Conduct outreach to populations and families at risk of being uninsured or underserved.
- Other duties within scope or work as assigned.

**Technology Applications:** Basic skills in commonly used technology platforms including Microsoft Office, Google tools, and Zoom. Aptitude and ability to learn technological skills and platforms required.

**How to Apply:** Submit questions and/or a current resume and cover letter that addresses qualifications and experience above to Holly Sorensen at [hsorensen@neonoregon.org](mailto:hsorensen@neonoregon.org). This position is open until filled.

**About NEON:** NEON is a 501(c)3 nonprofit health collaborative serving Northeastern Oregon. NEON was launched in 2004 from a small group of individuals who recognized the value of community collaboration in ensuring the health of our residents. Currently, NEON offers health insurance enrollment and navigation, support and training for Community Health Workers and other frontline professionals, and community health support services. We also support other community collaborations with the goal of creating a healthier Eastern Oregon.

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