

**OHP Assister & Covid-Wrap Around Support Services Navigator**  
*(Bilingual/Bicultural Burmese, Tongan and/or Marshallese)*

**Reports to** Community Health Program Manager

**Salary** Part-time (10-20hrs weekly)

**Employment Status** \$18+ DOE

**This position is temporary and dependent on grant funding availability.**

**WHAT**

This position is responsible for performing outbound calls to community members regarding enrolling in state Medicaid health insurance, Oregon Health Plan, and/or emergency health coverage, CAWEM.

This also includes signing community members up for affordable health insurance coverage through Medicaid and the Health Insurance Marketplace, assists with Federal Poverty Level (FPL) screening, and provides education and outreach to new community members (i.e., language groups in the Hispanic, Pacific Islander, and Burmese communities).

**BASIC SKILLS**

<b>Communication</b>	<ul style="list-style-type: none"> <li>• Complete covid-19 referrals within 24-48 hours upon receiving.</li> <li>• Make vaccine outreach calls to the community when appropriate.</li> <li>• Provide educational outreach within language specific communities around vaccine and covid-19.</li> <li>• Additional duties and responsibilities as assigned.</li> </ul>
<b>Team work</b>	<ul style="list-style-type: none"> <li>• Work with partner agencies to enroll shared community members and/or provide education, enrollment, and/or eligibility around OHP and/or Marketplace insurance.</li> <li>• Attend community wide venues, fairs, and local events promoting ECCH and its programs.</li> <li>• Develop outreach events in language specific community neighborhoods.</li> <li>• Assist with vaccine clinics on site and mobile (<b>will include some weekends and evenings</b>)</li> </ul>
<b>Problem solving</b>	<ul style="list-style-type: none"> <li>• Identify and assist eligible community members with enrollment, navigation of first medical/dental appointments, and follow-ups to ensure successful enrollment and its use.</li> <li>• Obtain and verify community members' income and assess documentation confidentially.</li> <li>• Review the Federal Poverty Level (FPL) guidelines for the Oregon Health Plan (OHP) with community members.</li> </ul>
<b>Self-Management</b>	<p>Become a certified OHP Assister within 45 days of hire.</p> <ul style="list-style-type: none"> <li>• Maintain consistent record keeping, documentation, and</li> </ul>

	<p>communication of all community members assisted.</p> <ul style="list-style-type: none"> <li>• Forward applications and supporting documents to OHP and/or other offices as appropriate.</li> <li>• Attend all OHA and staff meetings to stay informed of agency information.</li> <li>• Store, maintain and protect the integrity and security of community members' files, process paperwork according to HIPAA guidelines, and maintain all information securely and confidential.</li> <li>• Obtain Community Health Worker certification within 6 months of hire</li> </ul>
<b>Technology</b>	<ul style="list-style-type: none"> <li>• Must have a basic understanding of Microsoft Office (Windows, Excel, Word)</li> <li>• Ability to quickly learn programs: Outlook, Teams, and Timenet</li> <li>• Able to easily move between use of laptops, desktops, and tablets.</li> </ul> <p><b><u>**A computer competency test will be performed before hire</u></b></p>
<b>Learning</b>	<ul style="list-style-type: none"> <li>• Willing learner of the community development process.</li> <li>• Ability to quickly learn and navigate the ONE Eligibility system (OHA operating system for OHP)</li> <li>• Utilize and navigate the Groupsite website for all OHP Assisters.</li> <li>• Able to rotate and move between referral spreadsheets and processes (Bienstar, Intake referral forms, etc.)</li> <li>• Ability to quickly search the web and its resources to sign up individuals for vaccine clinics, food access, and local resource assistance.</li> <li>• MUST be able to understand and navigate different video platforms (Zoom, Teams, Google Hangouts, etc.)</li> </ul>

<b>KEY PERFORMANCE OBJECTIVES</b>	
<b>Outputs</b>	<b>Key Performance Indicator</b>
	<ul style="list-style-type: none"> <li>• Complete an accurate OHP application (eligibility, follow-ups, FPL, renewals, CAWEM, CHIP)</li> </ul>
	<ul style="list-style-type: none"> <li>• 75% of new OHP members are signed up for a primary care provider</li> <li>• Host 2 outreach events monthly specific to language specific community members in your community</li> </ul>
	<ul style="list-style-type: none"> <li>• Complete all covid-19 referrals within 48 hours of receiving client info.</li> <li>• Reasonable consistent effort to educate, encourage, and assist OHP signup within your language group.</li> </ul>

**PERSON SPECIFICATION  
QUALIFICATIONS/KNOWLEDGE/EXPERIENCE**

**Qualifications:** • High School Diploma or GED required. • Bilingual proficiency required. • Must pass agency computer proficiency test.

**Knowledge, Skills & Experience:** • Experience assisting community members with multiple barriers. • Outstanding interpersonal skills, commitment to teamwork and experience working with people of diverse ethnic, social, economic, and cultural backgrounds. • Excellent organizational skills and ability to prioritize the work independently. • Attention to detail and ability to multi-task.

**Knowledge, Skills & Experience:** Bilingual/Bicultural, deep knowledge of your specific community, ability to

**ORGANIZATIONAL RELATIONSHIPS/DECISION MAKING**

**ORGANIZATIONAL RELATIONSHIPS**

Reports to: Community Health Program Manager

Supports: Projects and/or project team, individual volunteers when assigned, interns, and an Administrative Assistant.

Internal Contacts: Other staff both volunteer and paid. Supporting other projects when time and skill allows.

External Contacts: Community members, neighbors, navigators, vendors, and customers.

**ORGANIZATIONAL DECISION MAKING**

**Decisions made** in the position with the assigned team where appropriate: day to day tasks to complete assigned projects, basic problem solving that honors the organizational policy and other staff who are impacted, spending with budget approval.

**Decisions referred:** Expenses that exceed project budget. Collaboration with office staff and key volunteers that supports a team-based decision process for better result.

**ACKNOWLEDGEMENT**

This job description has been designed to indicate the general nature and level of work performed by staff. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required.

Supervisor: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_