



## Outreach & Enrollment Specialist Job Announcement

Santa Cruz Community Health (SCCH) began as a women's health collective in 1974 with the mission to improve the health of our patients and the community and advocate the feminist goals of social, political, and economic equality. Now, more than 45 years later, we serve that same mission as a nonprofit Federally Qualified Health Center operating two separate sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; and the East Cliff Family Health Center in Live Oak, serving everyone.

SCCH has a diverse patient population and an engaging and friendly work environment. Our caring and committed staff works as a team to fulfill our mission so that all our patients have access to comprehensive, quality health care.

### POSITION SUMMARY:

The SCCH is seeking a Bilingual Outreach & Enrollment Specialist to maintain and expand our current enrollment activities and enroll eligible patients and service area residents into affordable health insurance coverage under Medi-Cal and the Affordable Care Act (ACA) as well as other programs such as CalFresh, formerly known as food stamps.

**Classification:** Full-time, hourly, non-exempt  
**Reports to:** Communications and Engagement Supervisor  
*\*Position will work remote and on-site. Vehicle required.*

**Location:** Remote/Clinics\*  
**Hours:** Varies

### CORE JOB RESPONSIBILITIES:

**The Bilingual Outreach & Enrollment Specialist will be responsible for the following specific duties:**

- This position requires excellent customer service, communication and time management skills
- Tracking and submitting quarterly reports for CalFresh, MediCal/ Covered California, and Outreach Events
- Tracking and submitting monthly reports on Food Distribution Program participation to the Second Harvest Food Bank
- Communicating about and facilitating various outreach and enrollment events
- Maintaining existing outreach opportunities/partnerships and identifying new opportunities/partnerships with community organizations
- Manage and execute the Food Distribution Program in partnership with Second Harvest Food Bank
- Manage our Volunteer Program
- Participate and represent SCCH at Outreach events or projects in the community

- Make presentations at partner organizations, school districts or with partner programs to educate community about SCCH services, enrollment information and other programs

**General duties include but are not limited to:**

- Certified as a CAA or Complete Covered California Certified Application Assister (CAA) certification which includes: Fingerprinting, background test, online training and test
- Communicate health insurance program eligibility to families
- Collect and review health insurance enrollment documentation
- Complete health insurance enrollment applications accurately and efficiently
- Work with Enrollment and Outreach Specialist staff to identify and outreach to current patients who may be eligible for coverage
- Manage mailings, phone, clinic signage, and other forms of patient education
- Maintain spreadsheet to track outreach calls, applications, and successful enrollments
- Manage other program enrollment services such as CalFRESH (food stamps), Earned Income Tax Credit and/or other services or referrals
- Work with community partners, County, local Health Care Outreach Coalition to identify best practices, share information, and collect and share enrollment activity data
- Complete State training and pass the aptitude test to become a Covered California Enrollment Counselor
- Complete California Coverage & Health Initiatives (CCHI) Health Access Assisters Training
- Keep up to date on state and local certifications and relevant trainings

**COMPETENCIES**

**Job Expertise**

- Demonstrates knowledge and use of enrollment and outreach procedures and policies, and applicable federal and state rules and regulations
- Effectively achieves quality, timely and measurable outcomes

**Customer Service**

- Provides patient-centered customer service at all times
- Demonstrates the ability to anticipate patients' needs and deliver services and respond to patients in a timely, accurate, courteous, respectful and friendly manner

**Communication Skills**

- Oral and written communication is clear, concise, accurate, positive and respectful
- Translates for and communicates with Spanish speaking patients

**Teamwork/Interpersonal Skills**

- Demonstrates a positive attitude, flexibility and the ability to develop effective relationships by helping others accomplish tasks and using collaboration and conflict resolution skills

**Judgment/Problem Solving**

- Uses critical thinking and common sense to analyze situations, make timely and valid decisions, and take appropriate actions
- Demonstrates good judgment in making decisions

**Reliability**

- Completes all assigned duties in an accurate, timely and efficient manner
- Arrives to work on time and maintains consistent attendance



## QUALIFICATIONS

### MINIMUM QUALIFICATIONS

- It is essential that the applicant is certified as a CAA (Certified Application Assister) OR can successfully complete the Covered California Certified Application Assister certification training and test, after hire (includes: Fingerprinting, background test, online training and testing)
- CCHI Health Access Assistor certified
- CalFresh certified
- B.A or equivalent experience in health education, public health, sciences, or related field
- Bilingual Spanish/English
- Strong computer skills, including Microsoft Word, Excel, and eCW
- Ability to work some evenings and Saturdays, as needed
- Ability to set-up and manage outreach events and attend SCCHC events on behalf of the outreach and enrollment team

### DESIRABLE QUALIFICATIONS

- Previous enrollment, outreach and/or health education experience preferred, especially with immigrant, Latino, and underserved populations.
- Knowledge of social service programs in the immediate community
- Experience with event coordination, presenting, or public speaking

## SALARY AND BENEFITS

This is a full-time, hourly, non-exempt position. Competitive compensation & benefits package are available to staff working at least 20 hours per week. Paid time off and paid holidays accrue from date of hire. Employer subsidized group health, dental, vision and life insurance plans the first of the month after 30 days of employment. Automatic 2% enrollment in an Employer sponsored 401K plan with a 2% retirement match.

## APPLICATION PROCESS

To apply, complete employment application. Download employment application on our [Careers page](#). Submit application and current resume with letter of interest not to exceed two pages to Human Resources. No phone inquiries, please.

THE SANTA CRUZ COMMUNITY HEALTH CENTERS IS AN EQUAL OPPORTUNITY EMPLOYER (W/M/V/D).