

**COMMUNITY ACTION PARTNERSHIP OF WESTERN NEBRASKA**  
**Community Bridges**  
**Job Description**

**Job Title:** Outreach and Enrollment Manager

**Reports to:** Clinic Director

**Areas of Responsibility:** Provide outreach and public education on the health insurance Marketplace Exchanges. Assist consumers in Marketplace Exchange eligibility and enrollment process. Supervise Outreach and Enrollment Specialists.

**Major Duties:**

1. Supervise Outreach and Enrollment Specialists.
2. Provide training, oversight and expertise to all assigned Outreach and Enrollment Specialists.
3. Provide monthly reports regarding application and enrollment statistics for the assigned service area.
4. Educate and inform individuals about the availability of the Marketplace Exchanges, Medicaid, Medicare and Nebraska Economic Assistance.
5. Assist in eligibility and enrollment in the Marketplace Exchanges for individuals, families and small businesses.
6. Provide referrals to internal and external resources for enrollees as needed.
7. Provide education via community presentations and coordinate with other CAPWN programs and outside agencies to recruit potential enrollees.
8. Follow up with potential enrollees and applicants to ensure program enrollment.
9. Initiate contact with potential enrollees and small businesses through outreach activities to community agencies, community gatherings, neighborhoods, shelters, and other appropriate venues.
10. Provide budgetary oversight and decision making to Outreach and Enrollment Specialists.
11. Travel regionally to provide outreach to community members in CAPWN service area
12. Participate in required state and federal trainings related to the Marketplace Exchanges.
13. Coordinate New Patient Orientation with Customer Service Manager.
14. Coordinate insurance verification with Billing Manager.
15. Maintain confidentiality of enrollee information and provide a supportive and understanding environment for all enrollee interactions.
16. Perform other duties as assigned.

**Supervises:** Outreach and Enrollment Specialists

**Working Conditions:**

- Office 30%, 70% training, meetings, and community interaction
- Work must be completed with minimal supervision and requires self-motivated individual.
- Extensive travel within service area.

**Physical Requirements:**

- Ability to bend, stoop, squat, crouch and pull file drawers
- Fine manipulation of hands with repetitive action
- Operate office machines
- Occasional lifting and carrying of up to ten pounds
- Must regularly talk, hear and have close vision ability

**Minimum Qualifications:**

**Grade: 7**

1. Associate's degree in the areas of Human Services, education, social work or related field and one year experience in a human service program.
2. One year of supervisory or management experience.
3. Experience with Federal Grants preferred.
4. Microsoft Office and Internet-based navigation computer experience in a work setting.
5. Proficient in verbal communication and in maintaining written documentation.
6. Age 21 or above.
7. Valid driver's license with good driving record and insured vehicle available at all times.

**Grade: 8**

1. Meet the minimum qualifications above;
2. Bachelor's degree in the areas of Human Services, education, social work or related field.