

JOB DESCRIPTION

Position: Certified Application Counselor

Job Type: Part Time (Maximum 19 hrs/week)

Pay Rate: \$19/hr

Job Period: November 2014-March 2015

Reports to: Melissa Carreno

Positions Available: 6

Locations: Bronx Community College, Hostos Community College, Lehman College

Summary: Last year **8 million** people enrolled in the Affordable Care Act (ACA), also known as "Obamacare". Roughly **3 million** were young people ages 18 to 34. But they waited to enroll until the very last minute. Younger people's beliefs that they couldn't afford health insurance or simply just didn't need it, kept many from looking to enroll. When students help other students, a comfort zone is created. As a peer and as someone who students can relate to, there is a higher chance that they will consider enrolling. Educating students about the ACA and how it will benefit them as a college student is the message that you, as a Certified Application Counselor (CAC), want students to obtain.

Primary Job Function:

Attend **mandatory three-day New York State Department of Health (DOH) certification training on November 4 - 6, 2014 from 9:00am-5:00pm**. Attend additional training from Seedco.

- Complete state CAC training courses and pass certification exam. Comply with all continuing education and recertification requirements;
- Provide courteous, professional and confidential assistance to all consumers seeking health benefits;
- Conduct marketing and outreach within targeted neighborhoods about health insurance options through the New York State of Health Marketplace;
- Facilitate enrollment and provide education on public funded health care programs (Medicaid, Child Health Plus), Qualified Health plans (QHPs) and Advanced Premium Tax Credits and Cost Sharing Reductions;
- Follow up with consumers, CUNY, and Seedco to troubleshoot appeals and dispute solutions;
- Participate in DOH, CUNY and Seedco trainings and meetings to assure strong expertise in public and private health insurance eligibility, application/ enrollment process and updates to regulation;
- Work independently, traveling throughout Bronx Community College, Hostos Community College, Lehman College of CUNY and providing services in various locations as needed;
- Handle sensitive and personal information with an understanding and respect for client confidentiality;
- Participate in surveys and focus groups;
- Provide progress report to CUNY;
- Ensure that follow-up is completed to capture consumer referrals and outcomes; and
- Achieve performance targets, working closely with the other Navigators, Seedco and partners to identify and overcome challenges.

Qualifications:

- Current CUNY student (student from Bronx CUNY colleges preferred);
- Students from health related fields are preferred;
- Excellent computer skills; including familiarity with Word, Excel, PowerPoint and the ability to browse the Web comfortably; experience with database software a plus;
- Excellent interpersonal and communications skills a must;
- Fluency in Spanish strongly preferred;
- Excellent organizational skills and attention to detail;
- Ability to put consumers at ease while asking sensitive and personal questions;
- Demonstrated ability to work independently and in a team environment;
- Experience working with nonprofit organizations, community groups and/or government programs strongly preferred;
- Experience working in a data-driven environment and a proven track record of achieving performance targets is preferred; and
- Knowledge on Health Care options preferred.