

**JOB VACANCY NOTICE**

October 10, 2014

**Health Counselor - U XI  
Health Initiatives Department  
Time Limited through June 2016**

The Community Service Society (CSS) is an independent, not-for-profit organization that has been at the forefront of public policy innovations that support low-income New Yorkers for more than 170 years. CSS runs a statewide Navigator Network which helps consumers find and enroll in health coverage under the Affordable Care Act (ACA). It also runs Community Health Advocates (CHA), a health consumer assistance program offering health insurance consumer assistance through a toll-free central hotline and a statewide network of specialist agencies and community based organizations (CBOs) which can help consumers and small businesses in the communities where they live and work. These services are free for New York health care consumers and small businesses.

CSS is looking for a Health Counselor to join a newly established Demonstration Project in East and Central Harlem that brings CSS's health insurance enrollment and navigational assistance services to residents of public housing developments within these two neighborhoods. The program is part of a New York City Community Health Worker Initiative aimed at reducing disparities in health. More specifically:

**Job Description:**

The Health Counselor will provide in-person and telephone advice and assistance to public housing residents in East and Central Harlem about how they can find and use health insurance or health care. At least half of the time, the Counselor will be working at off-site locations in East and Central Harlem. Responsibilities include:

- Conducting outreach in East and Central Harlem
- Helping residents enroll in health coverage through the New York State of Health Marketplace
- Attempting to resolve health insurance coverage and access to care issues, such as treatment denials and billing disputes
- Maintaining thorough case records of services provided, advice and/or referrals offered
- Providing training and technical assistance to partner organizations
- Conducting research as needed on health insurance policy, including benefits under the ACA, public and commercial health insurance products, and other health consumer rights and responsibilities
- Other responsibilities identified by Supervisor

**Job Requirements:**

- Fluency in Spanish preferred
- Knowledge of and/or familiarity with East and Central Harlem preferred
- Academic background in public health, social work, public administration, or health law preferred
- Experience working with diverse communities preferred
- Experience providing assistance to consumers and/or advocates on health insurance and health care access issues preferred
- Excellent communication skills
- Ability to write clearly, concisely and keep detailed notes of all communications required
- Research and data base management skills preferred
- Microsoft Office proficient required

**To apply  
submit resume and cover letter to:  
Community Service Society of New York  
Human Resources Department – CHA -3  
105 East 22<sup>nd</sup> Street  
New York, NY 10010  
E-mail: [cssemployment@cssny.org](mailto:cssemployment@cssny.org) or Fax: (212) 614-5445  
AA/EOE**