

Columbia County Community Healthcare Consortium, Inc.

Position Description

Position Title:	Consumer Assistance Specialist
Job Class:	Program Assistant
Programs:	NY Connects/Navigator
Reporting Location:	325 Columbia Street, Suite 200, Hudson, NY 12534
Reports to:	Director of Consumer Assistance Programs
FLSA Job Classification:	Non- Exempt

Position Summary:

The Consumer Assistant Specialist (CAS) works within the NYConnects and Navigator Programs under the direct supervision of the Director of Consumer Assistance Programs.

Duties for the NY Connects Program include collecting and organizing information about resources in the community and responding to inquiries regarding available resources for individuals and their families seeking long term services and supports. The CAS is responsible for screening individuals to determine the most appropriate initial course of action given the individuals' needs and available community resources, and providing accurate information, education, support and referrals in a respectful, non-judgmental and conflict-free manner. As part of the NYConnects Program, the CAS must be available in various locations throughout Columbia County during regular hours of operation.

Duties for the Navigator Program include the provision of unbiased, culturally competent, linguistically appropriate, disability accessible in-person assistance to individuals, families and small businesses applying for health insurance through the New York State of Health: The Official Health Plan Marketplace. The CAS will schedule appointments over the phone and in person, assisting with the on-line health insurance enrollment application, educating potential enrollees on the available health plans, providing education on the New York State of Health: The Official Health Plan Marketplace, making referrals to appropriate entities to address grievances/complaints, and provide assistance with renewals. As part of the Navigator Program, the CAS must be available in various locations throughout Columbia and Greene Counties during day, evening and weekend hours, and will be certified and attend on-going trainings.

The Consumer Assistance Specialist must be able to build rapport with individuals, elicit relevant information, effectively communicate via phone and in person, accurately gather and record data, assess individuals' needs, serve as ambassadors of the programs and the agency, and educate the public.

Primary Functions:

NYConnects (~40%)

- Reliably staff the NYConnects Help Line as scheduled and during emergencies
- Gather and record data from individuals

- Screen for acute/urgent needs, health benefit status, intellectual and/or developmental disability, behavioral health (mental health and/or substance use) issues
- Assess individuals' readiness for referral to services and ability to follow through on referrals
- Identify and address potential barriers to accessing community-based services and supports
- Distribute materials (flyers, brochures) as necessary; conduct program outreach
- Assist in maintaining and updating databases; generate periodic reports as required
- Serve as liaison between caller and local health & human service providers
- Work cooperatively with staff to provide best outcomes for individuals
- Conduct timely follow-up to ensure service was rendered; conduct periodic follow-up evaluations with individuals
- Schedule appointments in person and over the phone
- Attend regular meetings of I&A Specialists and other meetings as required
- Prepare reports as needed
- Other duties as assigned

Navigator (~60%)

- Schedule appointments in-person and over the phone
- Maintain Family Health Plus schedule
- Meet with applicants at various locations in Columbia and Greene Counties
- Assist individuals and families with the on-line application for either Medicaid, Child Health Plus, the Essential Plan or Qualified Health Plan
- Educate small businesses about the availability of federal tax credits and how to become certified through the SHOP Exchange and assist with this process
- Collect any necessary documentation
- Educate potential enrollees about the types of health insurance programs
- Educate potential enrollees about different out-of-pocket expenses (including premiums, co-pays, deductibles and cost sharing)
- Educate potential enrollees about actuarial value/metal tiers
- Educate about tax credits/financial assistance
- Make referrals to appropriate entities for grievances or complaints
- Provide assistance with renewals and life status changes
- Maintain confidentiality and follow all protocols
- Collect necessary data
- Maintain a productivity level of at least 50 applications per month per FTE. Assist small businesses as requested
- Distribute materials (flyers, brochures) as necessary
- Attend all necessary trainings and meetings

- Maintain locked files as necessary
- Maintain equipment (laptop, scanner/printer, phone. etc) and follow all protocols
- Other duties as assigned

Expectations of All Staff:

1. Adhere to the mission and values of the organization.
2. Adhere to the policies and procedures of the organization.
3. Treat all clients with dignity and respect.
4. Maintain the confidentiality of clients and staff.
5. Maintain the safety of the workplace.
6. Follow directives.
7. Make prudent use of resources.
8. Display a cooperative attitude as a member of both a program team and the agency overall.
9. Be punctual and dependable.
10. Be flexible and accommodating.

MINIMUM POSITION REQUIREMENTS AND WORKING CONDITIONS

REQUIRED EDUCATION, EXPERIENCE AND SKILLS:

High School Diploma, GED or TASC. Prefer one to three years' experience in Human Services. Required skills: organizational, verbal, interpersonal, customer relations, communication (verbal and written), mathematical, analytical, grammar/spelling, read/comprehend written instructions, follow verbal instructions, advocacy skills, able to work on own and as part of a team/collaborate, computer skills (Outlook, Excel, Word, internet), clerical skills (phone, fax, copier, scanner, postage meter), manage schedule.

OTHER REQUIREMENTS:

Check off all qualifications that are *required* for this position.

* Those qualifications that are *preferred* may also be indicated putting an asterisk next to them.

PHYSICAL REQUIREMENTS

(See definitions below**)

- Sedentary work--Prolonged periods of sitting and exerts up to 10 lbs force occasionally.
- Light work--Exerts up to 20 lbs force occasionally, and /or up to 10 lbs frequently.
- Medium work--Exerts up to 50 lbs force occasionally, and/or up to 20 lbs frequently, and/or up to 10 lbs constantly.
- Heavy work--Exerts up to 100 lbs force occasionally, and/or 50 lbs frequently, and/or 20 lbs constantly.
- Very heavy work--Exerts over 100 lbs force occasionally, and/or over 50 lbs frequently, and/or over 20 lbs constantly.

The minimum requirements of this position require the individual to:

- Stand for up to 7 hr(s)/day
- Sit for up to 6.5 hr(s)/day
- Walk for up to 1 hr(s)/day
- Perform repetitive tasks/motions
- Distinguish colors
- Hear alarms/telephone/tape recorder/normal speaking voice
- Have good manual dexterity
- Have good eye-hand-foot coordination
- Have clarity of vision: Near (< 20"); Mid (>20" - < 20'); ar (> 20')

Evaluate the requirements and activity percentage in time for this position based on the following:

1 - Not at all (0%); 2 - Occasionally (1 - 33%); 3 - Frequently (34 - 66%); 4 - Continuously (67 - 100%)

<u>1</u> Climbing	<u>2</u> Reaching above head
<u>2</u> Bending	<u>2</u> Reaching above shoulder
<u>2</u> Crouching	<u>2</u> Twisting at waist
<u>2</u> Squatting	<u>2</u> Push/pull (up to <u>30</u> lbs)
<u>1</u> Crawling	<u>2</u> Lift/carry (up to <u>30</u> lbs)
<u>2</u> Kneeling	<u>2</u> Lift from floor level up
<u>1</u> Balancing	<u>2</u> Lift from waist level up
<u>2</u> Pulling with force	<u>2</u> Lift above shoulders/head

OTHER REQUIREMENTS

- Ability to work flexible work hours (some evenings and weekends)
- Manages stress appropriately
- Makes good decisions under pressure
- Manages anger/fear/hostility/violence of others appropriately
- Handles multiple priorities
- Manages conflict resolution
- Able to work alone/independently
- Able to work in areas that are confined and/or crowded
- Valid NYS Driver's License

WORKING CONDITIONS

- Exposure to toxic/caustic/chemicals/detergents
 - Exposure to extreme conditions, hot/cold
 - Exposure to dust/fumes/gases
 - Exposure to moving mechanical parts
 - Exposure to communicable diseases
 - Exposure to excessive sunlight
 - Primarily indoors
 - Primarily outdoors
 - Combination of indoors and outdoors (50:50)
 - CRT (computer) monitor
 - Operating heavy equipment
 - OTHER:
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This position description was reviewed and approved as follows:

Director of Consumer Assistance Programs

Date

Executive Director

Date

This position description is effective on December 13, 2018.

EMPLOYEE RECEIPT/ACKNOWLEDGEMENT

By signing below, I acknowledge that the description for this position is not designed to cover or contain a comprehensive listing of tasks, activities, duties or responsibilities. Additionally I acknowledge that management reserves the right to revise the position description and to require that other tasks be performed when the circumstances of the job change (for example, emergencies, and changes in personnel, workload or technical development).

Employee Name: _____

Employee Signature: _____

Date: _____

I, _____, have received and reviewed the description for the position of Consumer Assistance Specialist. I understand the responsibilities of this position.

Employee Signature

Date