COLORADO COMMUNITY HEALTH NETWORK
Covering Kids and Families (CKF) Project
Community Health Center Outreach and Enrollment Training Coordinator
Job Description

General Statement: The Colorado Community Health Network (CCHN) is a membership association of Community Health Centers (CHCs) serving low-income, homeless, and migrant populations in Colorado. CCHN, a dynamic, team-orientated non-profit, provides support and technical assistance to safety-net clinics in underserved communities. The Community Health Center Outreach and Enrollment Training Coordinator must be self-motivated and able to manage multiple tasks, able to work with diverse people, carry a heavy workload and travel. Responsibilities include, but are not limited to, supporting the outreach and enrollment efforts of Colorado’s CHCs and CCHN’s Covering Kids and Families (CKF) project’s coalition; coordinating training with CHCs and the CKF Coalition to ensure members are up to date on the latest information about Medicaid, CHP+, the health insurance marketplace, and health care reform; best practice and information sharing; and monitoring and reporting on barriers to enrollment and retention in public health coverage programs. This position is funded through a grant through June 30, 2014. In-state travel is required.

The Community Health Center Outreach and Enrollment Training Coordinator will be a team member of CCHN’s Covering Kids and Families project. The goal of CKF is to increase the number of eligible children and adults who benefit from health coverage programs, especially Medicaid and Child Health Plan Plus (CHP+). CKF’s coalition includes CHCs, community-based organizations, advocates, providers, schools and health policy experts from across the state. As the lead organization for CKF, CCHN provides the programmatic and financial administration of the CKF project and CKF’s work is guided by an independent Advisory Committee.

General Duties:
The position’s primary activity is providing training to support the outreach and enrollment efforts of Colorado’s Community Health Centers (CHCs) to increase the number of families successfully enrolled in and retaining health insurance. This includes, but is not limited to, the following duties:

1. Tracks and reports on successes and barriers CCHN members have with outreach, enrollment and re-enrollment issues and strategies.
2. Facilitates sharing best practices and information for outreach, enrollment and re-enrollment strategies among CCHN members.
3. Coordinates outreach and enrollment forums, in-person trainings, webinars, and other events.
4. Develops, coordinates, and delivers regular training opportunities focused on outreach and enrollment, education about insurance coverage and affordability options, and other topics as appropriate for CHCs and CKF Coalition members.
5. Monitors and disseminates pertinent training opportunities given by other entities to CHCs and CKF Coalition members through multiple channels.
6. Provides technical assistance to outreach and enrollment staff to assist with answering questions and resolving barriers, including at least three in-person site visits and via phone and email.

7. Evaluates trainings and solicits input from the CHCs to identify gaps in knowledge and identify what additional materials and resources need to be developed to support outreach and enrollment efforts.

8. Works in coordination with the CKF Outreach Coordinator to provide CHCs with updates on Connect for Health Colorado, health care reform and Medicaid/CHP+ policies and changes in clear, easy-to-understand language.

9. Assists with grant tracking and reporting as directed by the CKF Project Manager.

10. Reports corporate compliance concerns to CCHN’s Corporate Compliance Officer; any CCHN employee who reports a compliance concern in good faith is protected by law from retaliation.

11. Assumes other responsibilities as assigned by the Covering Kids Project Manager.

Minimum Qualifications:

1. Bachelor’s degree in appropriate field (associate’s degree with extensive experience in a relevant field may be substituted)

2. Knowledge of public and private health insurance options, the Affordable Care Act, health policy, and/or health education.

3. Experience training adults preferred.

4. Ability to work with minimal supervision and maximum accountability.

5. Excellent organizational skills.

6. Strong written and verbal communication skills which includes but is not limited to editing and proofing written work, and delivering training and presentations to groups of various sizes.

7. Ability to build credibility and trust with members and partners.

8. Ability to work with individuals from varied professional backgrounds and diverse cultures.

9. Ability to thrive in a complex and rapidly changing environment.

10. Ability to develop and maintain productive partner relations.

11. Excellent computer skills, particularly with all software in Microsoft Office 2010, including Word, Excel and Outlook.

12. Demonstrated ability to work with customer/client groups and/or experience in membership organizations.

13. Ability to work as a team member and work effectively with diverse people.

14. Demonstrated awareness of, and value for, cultural competence.

15. Fluency in written and spoken English.

16. Ability to travel.

17. Physical ability to stoop, kneel, bend, use a computer and perform light lifting.

The ideal CHC Outreach and Enrollment Training Coordinator will display sound judgment; relate well to the public and staff; have a professional demeanor; prioritize customer satisfaction; and be well organized.

CCHN is an equal opportunity employer, offering flexible benefits, a casual work environment, and a competitive compensation (DOE).

This position is funded through a grant through June 30, 2014.

Category: 1.0 FTE
Responsible to:  CKF Project Manager

Supervises:  N/A

Salary Range:  $40,000-$44,000

Job Description Effective Date:  August 15, 2013

To Apply:  Please submit by midnight on September 5, 2013:
1. Cover letter
2. Updated resume
3. Three references
4. Responses to the following questions. Please limit your response to no more than one page total.
   • Based on your knowledge of health care reform implementation in Colorado, what is the biggest opportunity and the biggest challenge for Colorado’s Community Health Centers?
   • Briefly describe your approach to developing training content and facilitating adult learning.

Candidates should email the required information to:
Stephanie Denzin, Attn: CHC Outreach and Enrollment Training Coordinator position
Email: sdenzin@cchn.org

No phone calls please.