

Position: Utah Health Corps Information Specialist
Hiring Organization: United Way of Salt Lake
Department: United Way 2-1-1
Supervised By: Quality and Customer Service Manager

ORGANIZATION BACKGROUND AND EVOLUTION

United Way of Salt Lake serves individuals and families in Davis, Salt Lake, Summit, and Tooele counties. This four-county area represents approximately 1.4 million people or about 52 percent of Utah's population.

For over 100 years, United Way of Salt Lake has served and strengthened the greater Salt Lake community. Established in 1904 as the Salt Lake Charity Association, its original mission was to help the poor, discourage panhandling, and coordinate multiple programs. The historic “community chest” with a broad charitable mission has transformed into an agent for social change focused on Collective Impact— bringing partners together in new and innovative ways to identify problems and develop lasting solutions.

United Way of Salt Lake houses United Way 2-1-1, a statewide health and human service information phone line, which connects individuals and families to important resources and volunteer opportunities.

WORK ENVIRONMENT

UWSL’s work environment is fast-paced, friendly, committed, nonpartisan, and ever changing. Employees are dedicated, appreciated and recognized for their efforts, and all levels of management are engaged in the work daily. We offer competitive wages and a generous, comprehensive benefit package. The internal focus continues to be on high level results – communicating, aligning and integrating around the organizational goals.

POSITION OVERVIEW: UTAH HEALTHCARE CORPS

United Way of Salt Lake and United Way 2-1-1 is a host site for the Utah Healthcare Corps (UHC), previously known as AmeriCorps and the Medically Underserved in Utah, a program of the Association for Utah Centers for Health (AUCH). The UHC members are required to fulfill a 1,700 hour commitment over a one-year period which is roughly a full-time position.

UHC members are housed with the United Way 2-1-1 program to provide information and referral related to the improvement of health outcomes in the areas of immunization, diabetes, and reproductive health, with emphasis on reducing health disparities for special populations. Members will provide two primary services; health insurance enrollment assistance and patient education. They will act as Certified Application Counselors over the phone assisting 2-1-1 callers to navigate the health care system. The UHC member will become the expert in community partners and resources that enhance health care delivery services. They will become experts regarding health insurance enrollment processes, guiding eligible patients through the application process from beginning to end, resulting in more individuals becoming enrolled in insurance programs and decreasing the cost of healthcare. UHC will utilize a database specifically designed for the enrollment of eligible individuals into appropriate programs and will be trained extensively on Medicaid, Medicare, state or federal insurance programs and private insurance programs available with the implementation of the Affordable Care Act (ACA). Prior to beginning the term, AmeriCorps Members will be trained extensively in the use of an Association for Utah Community Health (AUCH) created database that facilitates the enrollment and retention process for eligible individuals. They will also receive the required 30 hours training to become Certified Application Counselors. This will happen during the regularly scheduled Pre-Service Orientation.

POSITION DUTIES

1. Conduct public education and outreach primarily over the phone to medically underserved individuals about the availability of qualified health plans under the ACA, distributing fair, impartial information about enrollment in qualified plans and about the availability of premium tax credits and cost-sharing assistance in the exchange
2. Provide information and referral in a culturally and linguistically appropriate manner to the medically underserved in Utah
3. Facilitate enrollment in qualified plans from application to acceptance
4. Help establish medical homes at community health centers or a primary care center of patients' choice
5. Create individual or family plans to insure retention in qualified health plans
6. Refer people who need help resolving a problem with their health plan or with their premium assistance to a consumer assistance or ombudsman program or to another appropriate agency that can help with a grievance or appeal
7. Respond to general requests from the community for information about available programs, volunteer opportunities, and human service agencies
8. Maintain accurate record of calls received
9. Perform follow-up contacts with clients or service providers as needed
10. Help with promoting the 2-1-1 center by participating in public relations efforts
11. Ensure email and after-hours messages are returned within 24 hours and provide necessary reports
12. Other duties as assigned

REQUIRED QUALIFICATIONS

- Ability to work in a professional manner with a wide variety of personalities and backgrounds
- Strong written and oral communication skills
- Computer experience with Word, Excel, and database programs
- Excellent interpersonal and problem solving skills
- High standards of professional ethics and conduct

PREFERRED QUALIFICATIONS

- Strong understanding of the health and human services industry
- Hiring preference will be given for bilingual/fluent Spanish

PHYSICAL REQUIREMENTS

The work is sedentary. Typically the employee may sit comfortably to do the work. There may be some walking; standing; bending; carrying of items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

BENEFITS INCLUDE

1. Living allowance of \$15,000/year (~\$1250/month before taxes);
2. Eli Segal Education award (~\$5,750) upon successful completion of service;
3. Childcare assistance if eligible;
4. Health care coverage;
5. And ongoing training.

TO APPLY

Interested applicants should submit a cover letter, resume, and employment application. Employment applications can be found at <http://www.uw.org/about-us/careers/>.