

Office of the Healthcare Advocate

Job Title: In Person Assistor Recruitment Coordinator

Description

The Office of the Healthcare Advocate seeks a dynamic, collaborative, and innovative professional to oversee recruitment efforts for Connecticut's In-Person-Assistance (IPA) program, a critical consumer outreach and engagement effort focused on educating and enrolling individuals in coverage through the state's new Health Insurance Exchange.

The Exchange has partnered with the Office of the Healthcare Advocate (OHA) to coordinate and administer this community level program on the Exchange's behalf, given their rich history and success in reaching out to and servicing some of the state's most vulnerable populations. Robust consumer centric programs will be required to inform and educate the public to meet the Exchange's goal of reducing the number of uninsured and underinsured in the state through facilitating the purchase of affordable, quality health insurance. This includes activities ranging from broad based marketing and advertising efforts, to local community events and individual customer interactions.

The In-Person Assistor Recruitment Coordinator will be responsible for overseeing the identification and recruitment of In-Person Assistors to fulfill these duties, and will report directly to the In-Person Assistor Outreach and Engagement Manager. The Recruitment Coordinator will be responsible for working closely with the manager to fulfill the organizations responsibilities for, and commitment to, outreach and public education about the Exchange and new insurance opportunities for Connecticut residents.

Duties/Responsibilities

- Reporting to the In-Person Assistor Manager, this individual will be responsible for the identification and recruitment of IPA organizations to participate in the program, ensuring they are aligned with the Exchange's overall community level plans, with the goal of meeting established engagement and enrollment targets for the overall IPA program.
- The position will oversee and be responsible for:
 - Overseeing the execution of a comprehensive Request-For-Proposal (RFP) process which will seek to engage potential IPA organizations across the state, and provide OHA and the Exchange with relevant information to evaluate each organization's fit with IPA program goals and needs.
 - Coordinate a comprehensive RFP review process (utilizing both internal and external resources) in order to determine the final pool of IPA organization candidates.
 - Alert both qualifying and non-qualifying organizations regarding the status of their selection

- Work closely with the IPA Training Coordinator to facilitate the inclusion of selected IPA organizations into the IPA training and certification process
- Develop and oversee the process of disseminating grant funding to selected IPA organizations. This includes the development of a financial tracking system to monitor fund draw downs, remaining funds, and projections for future balances.
- Develop a tracking system to profile, manage and report on all stages of the IPA recruitment process including RFP receipt, review process, training completion grant award, and performance against RFP deliverables. Data collected will be used to provide feedback for future program enhancements.

Preferred Qualifications:

- Education: Associates Degree, minimum
- Prior experience engaging diverse populations for public outreach on health related topics.
- Minimum of 2-3 years of experience with community outreach and/or community-based services.
- Prior experience in developing requests for proposals
- Demonstrated, strong, pre-established relationships with community based leaders and organizations.
- Demonstrated understanding of health insurance plans and associated terminology. Strong working knowledge of eligibility and enrollment processes in insurance and Medicaid plans preferred.
- Excellent verbal and written communication skills.
- Very detail oriented, with an ability to effectively manage multiple priorities.
- Familiar and comfortable working with community based leaders and organizations.
- Experience in data collection, aggregation and analysis as it relates to designing programs focused on public outreach, education and enrollment performance.
- Knowledge, understanding of and respect for Connecticut's diverse cultural populations and communities.
- Must work well within a team and within a demanding, often-public environment
- Knowledge of health Connecticut's current health care landscape and demonstrated commitment to health care reform efforts.

- Foreign language ability preferred.

Salary Range: \$75,000 - \$85,000

This is a durational position: Position ends April 30, 2014

Please send resume and cover letter by February 8, 2013 to:

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