

Office of the Healthcare Advocate

Job Title: In Person Assistor Training Coordinator

Job Description

The Office of the Healthcare Advocate seeks a dynamic, collaborative, and innovative professional to oversee the training and certification process 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 its 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 Training Coordinator will be responsible for overseeing the training and certification process for the In-Person Assistors, and will report directly to the In-Person Assistor Program Manager. The Training 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 Program Manager, this individual will be responsible for ensuring that all IPA training and certification processes are developed and administered properly, and are aligned with the Exchange's overall operational plans, with responsibility for meeting established metrics related to ensuring that all IPAs complete the required training and certification sessions, and meet enrollment targets for the IPA program.
- The position will oversee and be responsible for:
 - Designing a full IPA training and certification curriculum, consisting of both new content developed for this type of program, as well as identifying and utilizing other established resources for particular content areas (e.g. from other state agencies such as the Department of Social Services). The program must provide participants with an exhaustive overview of areas required for IPA's to fulfill their outreach, education and enrollment duties, and provide a final exam to test and validate their knowledge retention and readiness.
 - Develop a tracking system to log program completion, and as well as prepare for annual recertification.

- Identify appropriate resources (training organizations, in-person trainers, training centers, online training resources, etc) needed to adequately administer the training, and meet volume demands.
- Work with identified In-Person Assister organizations to understand the unique needs of the communities that they will target for outreach, engagement and enrollment purposes, in order to ensure relevant training requirements are incorporated.
- Develop system for ongoing telephone and online support for IPA's during the IPA programs operation to handle questions that arise in the field.
- Work directly with the Manager and Recruitment Coordinator to design a quality assurance program and closely track program progress, enrollment and certification completion. Prepare regular status update reports and conduct periodic program evaluation.
- Aid in leveraging the IPA training program to meet the needs of other assistance groups requiring training (e.g. Navigators, brokers, etc).

Preferred Qualifications:

- Education: Associates Degree, minimum required.
- Prior experience training diverse populations for public outreach on health related topics.
- Minimum of 2 years of experience with community outreach and/or community-based services. Experience in design of training curricula preferred.
- Demonstrated understanding of health insurance plans and associated terminology. Strong working knowledge of eligibility and enrollment processes in insurance and Medicaid plans preferred.
- Bi-lingual Spanish/English language proficient preferred.
- Professional demeanor, with a proven ability to work productively with a range of people and personalities, with varied professional experiences and perspectives.
- 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

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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