



**Host Site:** Lakeshore Community Health Care (LCHC); Northeastern WI Area Health Education Center (NEWAHEC)

**Position Title:** LCHC - Outreach and Enrollment Coordinator; NEWAHEC - Health Career Experience Coordinator

**Department:** LCHC - Patient Access; NEWAHEC – Programming

**Reports To:** LCHC - Clinic Administrator; NEWAHEC - Program Director

### **Position Summary**

#### LCHC (Outreach and Enrollment Coordinator)

To provide outreach opportunities for county residents who lack access to healthcare and health insurance, provide enrollment and application follow-up assistance and build/strengthen enrollment collaborations with local partner organizations.

#### NEWAHEC (Health Career Experience Coordinator)

Work with youth to facilitate student entry into health professions training programs. Support training and educational activities for health professions students.

### **Duties and Responsibilities**

#### LCHC (Outreach and Enrollment Coordinator)

- Provide enrollment assistance (including but not limited to completing coverage applications, gathering required documentation and troubleshooting the enrollment process) for uninsured children and adults, low-cost and free health insurance programs through the health insurance marketplace, Medicaid and Children’s Health Insurance Program.
- Provide structured patient education on health coverage, engage in follow-up conversations and offer renewal assistance for enrollment individuals.
- Distribute outreach materials to patients, community members, partner organizations and businesses to build coverage option awareness.
- Develop, discover and attend community events in order to promote coverage options and the mission and services of LCHC.
- Collaborate with various local organizations to build awareness of coverage options, spur enrollment and build referral linkage.
- Attend and successfully complete all required training programs; participate in ongoing conference calls, webinars, and other professional development.
- Development and implementation of LCHC outreach and enrollment initiatives.
- Work with patient Access team members on ad hoc projects related to helping patients access LCHC’s services.
- Partner with NEWAHEC Program Manager in implementing interprofessional education curriculum at Sheboygan clinic site



### NEWAHEC (Health Career Experience Coordinator)

- **Health Careers Promotion & Recruitment**
  - Promote and present health careers at career fairs and other venues
  - Implement the Wisconsin Area Health Education Center (AHEC) Health Science Occupations curriculum at regional high schools and middle schools
  - Provide support for two health careers summer camps
  - Provide support for career experience events and Job Shadow opportunities for two regional health care alliances
  - Provide one-on-one mentoring support for students
  - Collect student participation data
  - Recruit and assist students in completing ConnectUS health application
- **Health Professions Student Training Support**
  - Provide support in facilitating inter-professional education and opportunities among healthcare students
  - Provide support for inter-professional health careers case competition
- **Volunteer Component**
  - Support activities related to the AHEC Alumni Association (AAA)
    - Recruit new student members
    - Coordinate regional events
  - Promote and connect students to volunteer opportunities within the Lakeshore Health Care Alliance (LSHCA)
    - Work with volunteer alliance members follow-up actions
    - Provide outreach to engage new volunteer members

### **Training**

#### LCHC

The AmeriCorps members will receive LCHC new staff orientation. The organization will pay for the members to be trained through the State and Federal Certified Application Counselor training process. With successful completion, the members will then work hand in hand with our Patient Access team to better learn the community, our current enrollment efforts, and the current goals for the 2018 open enrollment. The members will also be asked to meet with community partners to learn services, how LCHC partners with that organization, and what further collaboration could occur.

#### NEWAHEC

The AmeriCorps member will also participate in a new staff orientation at NEWAHEC. The member will first meet with all staff (NEWAHEC's staff size is 7) for overall organization orientation and to understand the breadth of NEWAHEC's programs. Training for the AmeriCorps position will occur under the tutelage of the two staff people responsible for AHEC programming, Jill Niemczyk, Program Director and Brenda Birringer, Program Manager. Ms. Niemczyk will serve as the member's mentor, and will train the member on the college-level student activities and volunteer activities. Ms. Birringer will train the member on the health careers activities. The activity requiring the most extensive training will be learning the health



careers curriculum. This process will include shadowing the trainer when she presents at a school, doing several presentations in partnership with the trainer, and doing several solo presentations under the trainer's supervision, until the member is comfortable and competent to do the presentations on their own.

### **Qualifications/Skills/Education/Experience**

- Minimum of some college experience; Bachelor's degree preferred
- Health care education and/or experience preferred
- Proficiency in the following Microsoft Office products – Word, Outlook, PowerPoint
- Ability to communicate verbally and in writing with a variety of stakeholders – patients, students, community-based organizations, professional health care staff, and the general public
- Ability to perform detail-oriented tasks efficiently and accurately
- Ability to manage multiple tasks efficiently and accurately
- Ability to interact with, and effectively engage the general public, including people with diverse cultural and socio-economic backgrounds
- Must be able to travel with use of a personal vehicle.
- Some evenings/weekend hours