



Position Title: Outreach & Enrollment Support Program (OESP) Certified Application Counselor (CAC) Trainer/Program Coordinator

Hours: 35/week

Reports To: OESP Program Manager/Trainer

FLSA: Exempt

Review Type: Annual

Overview:

Reporting to the OESP program manager/trainer, the CAC trainer/program coordinator works to develop a comprehensive training curriculum and delivers trainings to all certified application counselors over the life of the program. In addition, the CAC trainer/program coordinator provides ongoing technical assistance to the navigators and assisters, and coordinates other activities under the OESP grant.

Duties:

- Assists in the development of the training curriculum and manual for certified application counselors that focuses on the needs of the OESP customer
- Oversees the production of training materials
- Assists in development of testing instrument
- Schedules training sessions to meet implementation timeline for the program
- Develops additional expertise in certification standards for CACs as they are developed by the state and/or federal government
- Assists with scheduling and supports the quarterly quality meetings with the contracted navigator/assister entities
- Under the guidance of the OESP program manager, arranges logistics and confirms staffing and state agency representation at community/state-wide outreach events
- Under the guidance of the OESP program manager, arranges logistics, confirms staffing and is the on-site coordinator for open enrolment/special enrollment period enrollment events
- Presents information regarding navigator network and health insurance enrollment at "Rapid Response" events
- Coordinates the development of and produces required reports
- Assists with providing technical assistance to contract OESP entities and their in-person assisters/navigators
- Assists with coordinating network manager efforts with other statewide marketing activities
- Other duties as assigned
- Moderate physical activity: sitting, standing, and walking. Travel to health centers and other sites within the state

Key Qualifications:

- Bachelor's degree in education or related field preferred; minimum of two years training experience; combination of education and experience will be considered.
- Demonstrated understanding of adult learning styles and capacity to adapt training to respective learning styles
- Knowledge of state and federal health care programs, including Medicaid and other public benefits programs preferred
- Excellent written and verbal communication skills
- Ability to prioritize duties and activities
- Strong computer skills in Microsoft Office, Outlook, Publisher and Excel
- Ability to adapt to change and respond to unexpected occurrences
- Collaborative team player
- Ability to work independently