



Position Title: OESP Program Manager/Trainer
Hours: 35/week
Reports To: Chief Operating Officer
FLSA: Exempt
Review Type: Annual

Overview:

Reporting to the Chief Operating Officer (COO), the Outreach and Enrolment Support Program (OESP) Program Manager/Trainer (PM/T) is responsible for overall day-to-day activities of the OESP program. The PM/T also works to develop a comprehensive training curriculum and delivers initial training and periodic update training to all in-person assisters, including navigators, over the life of the program. In addition, the PM/T provides ongoing technical assistance to the navigators/assisters and manages activities under the grant including, but not limited to, reporting and quality meetings with contracted entities.

Duties:

- **Trainings:**
 - Develop training curriculum and manual for the navigators/assisters that focus on the needs of the OESP customer
 - Develop testing instrument
 - Provide direction to the Certified Application Counselor Trainer/Program Coordinator (CAC) regarding scheduling/logistics of navigator training sessions
- Develop additional expertise in certification standards for navigator/in person assisters as they are developed by the state
- Manage/oversee day-to-day activities of the OESP telephonic quality survey process:
 - Obtain quarterly lists from HSRI; provide to Quality assistant
 - Review/follow-up on any issues identified through the survey calls
 - Assure each quarter's survey calls are closed out in Survey Monkey and a new quarter is set up
 - Write quarterly quality call report
- Provide oversight and supervision of the CAC Trainer/Program Coordinator
- In coordination with the CAC Trainer/Program Coordinator, provide on-site oversight for open enrollment/special enrollment period enrollment events
- In coordination with the CAC Trainer/Program Coordinator, present information regarding navigator network and health insurance enrollment at "Rapid Response" events
- Develop agendas and conduct semi-annual quality meetings with the contracted navigator/assister entities and log discussion notes from each meeting
- Develop agendas and lead bi-weekly community health center OESP Workgroup meetings

- Manage the development of and provide data for required reports
- Maintain regular contact with contracted entities including activities to resolve issues or complaints identified by the network manager or through complaints from the field
- Coordinate network manager efforts with other statewide marketing activities
- Provide technical assistance to contracted entities
- 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