

POSITION DESCRIPTION
LEAD ASSISTER

Location:	Varies within Montgomery and Prince George’s Counties
Type of Position:	Grant Funded
Start Date:	Flexible
End Date:	June 30, 2014 – with the possibility of an extension
Salary:	\$22.83 per hour
Hours:	40 hours per week, hours vary
Reports to:	Special Assistant to the Director

SUMMARY:

ATHENA Consulting seeks a full time **Lead Assister** to provide outreach and enrollment as well as directly supervise a team of Assisters within the Montgomery County Department of Health and Human Services Connector Entity Program. The Connector Entity Program will educate and enroll uninsured Montgomery and Prince George’s residents in health insurance options via *Maryland Health Connection*. This position must attend and pass training provided by the State. Please note that the position is grant funded and may only be available for up to one year.

MINIMUM QUALIFICATIONS:

1. Bachelor's Degree, plus 2 years experience working directly with clients, customers, or in community outreach role.
2. Must attend and pass the required training provided by the State.
3. Must have at least 2 years experience supervising multiple staff.
4. Must have a minimum 3 years demonstrated experience and proficiency with Microsoft Office Suite including Word, Excel, Access, Power Point, and Adobe PDF Professional.
5. Experience in benefit eligibility/enrollment and/or work experience as an Enrollment Service Representative preferred.
6. Bilingual Proficiency in one or more of the following languages is preferred: Spanish, Chinese, Vietnamese, Korean, French, Kru, Ibo, and Yoruba.
7. Proven facility with data management, process flow, spreadsheet and database tracking systems.
8. Ability to work independently and in a team environment.
9. Ability to interact with co-workers and clients face-to-face and in meeting settings is required.
10. Ability to communicate effectively orally and in writing.
11. Must own a reliable car and have a valid driver’s license.
12. Must be able to work nights and weekends.

JOB RESPONSIBILITIES:

The successful candidate must have the following characteristics:

1. Very knowledgeable of the health care environment and understanding of medical insurance process.
2. Ability to be self-directed and interact professionally across multiple disciplines.
3. Ability to communicate with partner organizations, providers and customers.

The main responsibilities of this position are to:

1. Provide education and outreach to uninsured individuals regarding Maryland's health insurance exchange, including eligibility requirements for applicable federal premium subsidies and cost sharing assistance; eligibility requirements for Medicaid and Maryland Children's Health Plan (MCHP); as well as how to enroll in Medicaid, MCHP, or Qualified Health Plans(QHP) in the exchange
2. Determine eligibility and facilitate plan selection based upon the needs of the individual/family and assist with application submission.
3. Assist with application submission for initial eligibility determinations and re-determinations for Advanced Premium Tax Credit (APTC), cost sharing reduction (CSR), Maryland Medicaid, and MCHP.
4. Facilitate referrals to appropriate agencies; providing on-going support with respect to eligibility and enrollment in Maryland Medicaid, MCHP, or alternate supports throughout Montgomery and Prince George's Counties.
5. Provide direct supervision to a team of Assistors.
6. Manage telephone inquiries, provide responses to questions and refer callers in the event of unresolved problems or concerns.
7. Maintains updated knowledge of the Maryland Health Benefit Exchange Connector Entity Program, community resources, health plan coverage, and additional client options. .
8. Provides continuous guidance and informal training regarding customer service as well as all aspects of the Maryland Connector Program.
9. Monitors assistors' productivity and compliance with the Affordable Care Act (ACA), and performance targets. Prepares weekly summaries including productivity, monitoring results and monthly production reports.
10. Attends and participates in management meetings.
11. Maintains records of Assistors attendance and timeliness reports daily.
12. Assures corrective actions are in place where applicable and monitors for compliance.
13. Frequent and extensive travel throughout both Montgomery County and Prince George's County.
14. Develops and maintains key relationships with Assistors and/or Lead Assistors employed by Connector Entity Program partner organizations.
15. Provides all information and services in a manner that is culturally and linguistically appropriate and ensures accessibility for individuals with disabilities throughout Montgomery and Prince George's Counties.
16. Assists Program Manager in other projects as needed and perform other duties as assigned.

HOW TO APPLY:

Please submit a cover letter and resume to resume@athenaconsultingllc.com.
Specify "LEAD ASSISTER" in the email subject line.

Please, no phone calls or email correspondences. Applicants determined to meet the qualifications and requirements for this position will be contacted by a member of our recruitment team.

Athena Consulting, LLC offers a competitive benefits and compensation package.
Athena Consulting, LLC is an Equal Opportunity Employer (EOE).