



Job Description

Location: Advocacy Suite Syracuse	Title: Lead Facilitated Enroller
Department / Program: Independent Living Services: Facilitated Enrollment	Supervisor/Title: Assistant Director of IL Services
FLSA Classification: Full-time / Hourly Non-Exempt	Required Credentials: None
Drive on Agency Business: Yes. Travel within Onondaga County and occasional travel to Oswego or Madison ARISE offices	Work Environment: work within the Main Office in a building with an elevator. No outdoor requirement.

Our Mission: Our mission is to work with people of all abilities to create a fair and just community in which everyone can fully participate.

Job Summary:

ARISE seeks a self-directed, highly organized professional to execute the job responsibilities of a Facilitated Enroller. The Facilitated Enroller (FE) will support consumers with the initial and renewal application process for public health insurance programs in Onondaga, Oswego and Madison counties. Through close collaboration with the oversight agency Consumer Services Society (CSS), the FE completes and submits application documents for review by CSS before submitting to the Local Department of Social Services. The FE provides guidance and direction to staff in Oswego and Madison counties who support the program with in-person application assistance. The position reports to the Assistant Director of Independent Living.

Qualifications:

- High School Diploma required, associate degree in human services related field preferred.
- Experience assisting with Medicaid and Medicare application highly recommended
- Strong verbal communication skills required
- Detail-oriented and excellent organizational skills
- Proficiency in Microsoft Office Suite
- Self-directed
- Clean driver license and registered, inspected, insured and reliable transportation
- Successful completion of pre-employment screenings, including criminal history background check as directed by funder
- Other Duties as assigned

Essential Functions:

- Provide in-person and over the phone application assistance to consumers who are eligible for public health insurance programs such as Medicaid, Medicaid Buy-in, Medicaid Excess Income, Medicare Savings Program and Medicaid for Institutional Care in Nursing Home

- Complete and collect needed documents for submission to Salesforce, the online database through which application documents will be submitted for review and approval by CSS staff
- Submit approved application materials to local DSS in person and obtain signed acknowledgment form from DSS for upload into Salesforce
- Conduct monthly outreach and presentations at events and to community partners to inform of the services available through FE-ABD
- Call all Medicaid beneficiaries who have been identified by NYSDOH as newly eligible for Medicare and report call outcomes in Salesforce. A list will be provided monthly by CSS.
- Report by the due date all enrollments and enrollment-related activities through the FE-ABD Monthly Progress Report; complete other agency reports as requested by supervisor
- Attend monthly meetings and periodic trainings as required by CSS or supervisor
- Support the department's systems change advocacy efforts
- Exercise sound judgement as a matter of course and hold protected health information and other sensitive information in the strictest of confidence in accordance with ARISE and HIPAA policies
- Other duties as assigned

Physical Requirements Essential for Safe and Effective Job Performance

- Ability to successfully remain sitting or working at a desk for prolonged periods.
- Vision sufficient to maintain a New York State Driver's License and constant use of a computer.
- Speech and hearing sufficient for normal communication.
- Ability to successfully work on a computer as a significant responsibility.
- Full range of motion to move safely in the office and outside locations which may not have accommodation.
- May be required to transport event materials. Must be able to lift or move items necessary for events and other related activity.
- Finger manipulation and hand coordination for constant computer use.
- Ability to travel in own vehicle to all job-related out-of-office functions or meetings as required.
- Ability to report on time.

Please note this Job Description is not designed to be an all-inclusive listing of responsibilities required for successful performance. Duties and responsibilities may change at any time with or without notice to respond to current business needs.