



JOB ANNOUNCEMENT

Utah Health Policy Project seeks Enrollment Specialist for Consumer Health Assistance Program, *Take Care Utah* (a collaboration with United Way of Salt Lake)

[Utah Health Policy Project](#), Utah's leading nonpartisan health policy research and advocacy organization, is seeking an energetic self starter to work with the Director of the agency's new consumer health and enrollment assistance program ("Take Care Utah"), a collaboration with United Way of Salt Lake, 2-1-1, and community partners around selected Title 1 schools. This position will work directly with families and communities to facilitate enrollment in health care coverage programs and build effective enrollment and consumer health assistance practices through the network of United Way partners ("Collective Impact" process).

POSITION SUMMARY

The Enrollment Specialist will orchestrate enrollment, navigation, and consumer health assistance activities in conjunction and close collaboration with other UHPP projects and United Way of Salt Lake's new neighborhood partnerships (*for details see UW press release, below*). This position reports directly to the Take Care Utah Director. This is a full-time position.

The Enrollment Specialist will be responsible for the implementation of Take Care Utah's outreach and enrollment program, with a focus on conducting targeted assistance to children, families and community members in neighborhoods and schools designated in the United Way Collective Impact Project. This is a full-time position.

RESPONSIBILITIES:

- Help consumers navigate and enroll in public programs, such as CHIP, Medicaid and the Utah Premium Partnership (UPP); and private health insurance .
- Assist consumers in collecting proper documentation and completing applications; provide information on available health plans, explain the renewal process and how to navigate MyCase.
- Help consumers navigate their health care options including: finding a medical home and preventive care options.
- Ensure compliance with all [HIPPA and FERPA privacy requirements](#), both in Take Care Utah's enrollment activities and in Take Care Utah training provided to partners.
- In conjunction with 2-1-1 staff, oversee Take Care Utah's toll free Health Helpline by answering consumer calls, providing answers to healthcare questions, and developing the resource information for use by helpline staff and volunteers.
- Provide technical assistance to individuals and organizations working on a statewide level on enrollment and eligibility assistance;
- Assist in grant reporting and coordination with data collection activities under UWSL.
- Help UHPP staff with further development of the Take Care Utah program: prepare data and reports for grants and grant reporting;
- Identify systemic problems in the state and federal health access programs and pass on information to UHPP's policy and organizing staff as necessary;
- Advocate to DOH and legislature with/for consumers on policy changes needed to simplify/streamline the application process and improve access to benefits.
- In conjunction with UHPP Community Engagement Director, create opportunities for consumer population to participate in advocacy on their own behalf;
- Provide health reform presentations and attend community fairs and events on behalf of Take Care Utah as needed;

- Represent Take Care Utah at various coalition and network meetings throughout the state;
- Work with UHPP Operations Director to support robust volunteer/intern program and training for Take Care Utah
- Other duties, as assigned or agreed upon.

CORE COMPETENCIES

- Strong familiarity with public health insurance programs, policy, health reform, and the health care environment in Utah;
- Strong interpersonal skills and ability to work with diverse populations in respectful and caring manner;
- Ability to work with a diverse network of community based organizations, schools, state agencies and additional organizations in collaborative manner;
- Strong public speaking and interpersonal communication skills, ability to convey complex information in a clear, understandable manner;
- Experience in analyzing data, preparing reports and presenting findings;
- Experience supervising volunteers; ability to work well with diverse populations;
- Experience in problem solving and conflict resolution;
- Ability to write and converse proficiently in Spanish (required);
- Strong writing skills;
- Ability to work effectively in a team environment;
- Willingness to take initiative and think outside the box.
- Minimum 4 year degree.

BACKGROUND ON THE UHPP

The mission of the Utah Health Policy Project is to create quality, affordable, comprehensive, financially sustainable health care coverage for all people in Utah through research, policy advocacy, and civic engagement activities. Further info at www.healthpolicyproject.org. **The Utah Health Policy Project is an equal opportunity employer. Persons of color, people with disabilities, and military veterans are encouraged to apply.**

Deadline for submission: September 2, 2011

Send resume, cover letter and 3 references to:

1. Via email: stacey@healthpolicyproject.org or
2. Via Fax: 801-433-2298 or
3. Via regular mail:
 Take Care Utah Selection Committee
 Utah Health Policy Project
 508 E. South Temple, Suite 45
 Salt Lake City, UT 84102

News Release: April 18, 2011

United Way of Salt Lake Announces New Neighborhood Partnerships *Collaborative approach to community problem solving promises long-term results*

SALT LAKE CITY –Introducing a new model of collaboration the organization calls “community impact,” United Way of Salt Lake (UWSL) announced that it will focus its work in eight neighborhoods and communities, to achieve specific community goals established in the areas of education, income and health [*UHPP Note: a joint project of UHPP and United Way of SL, Take Care Utah is a ‘Strategy Partner’ on the health coverage and wellness priorities: we adapt promising practices in enrollment assistance, consumer health engagement, and wellness for use by the neighborhood centers or hubs*].

UWSL, which has been piloting this new model for the past four years, will coordinate programs and services through the implementation of 20 centrally located neighborhood centers, or hubs, located at Community Learning Centers, Welcome Centers and Prosperity Centers.

“This new approach to community problem-solving has the potential to change the odds for thousands of kids in Central City, Clearfield, Kearns, Glendale, Park City, South Salt Lake and in all the other communities where we’ll be working,” said Tom Love, Chair of United Way of Salt Lake’s Board of Directors. “By uniting these essential programs for a good quality of life—education, income and health—we are taking action that makes a real difference today, while creating long-term routes to measureable success.”

Hundreds of volunteers, thousands of community stakeholders, service providers and clients, and the general public have been part of a dialogue with UWSL for the past two years to develop a shared vision and goals for the community. Partners have committed to a joint approach to problem solving and will work with United Way and each other in a specific community or neighborhood to achieve the following:

- Create a strong foundation of early learning from birth to age 8
- Help people gain the income and financial tools to thrive
- Improve children’s health and promote healthy behaviors

“United Way of Salt Lake envisions a community where all children receive a quality education that offers a pathway to a brighter tomorrow, where the cycle of poverty and financial dependence ends and more productive lives begin, and where everyone receives proper health care that improves their quality of life,” said Deborah Bayle, President and CEO. “By collaborating across sectors with multiple partners, clear goals, and a shared vision for change, we are confident the partnerships we have developed will create lasting changes that will positively impact lives today and for the next several generations.”

United Way neighborhood centers are centrally located and easily accessible to create a web of support for the entire family. At these centers, children and their parents can easily access programs and services to promote learning and development, gain resources to become financially self-reliant, and meet health care needs through preventative care and the promotion of healthy behaviors. At neighborhood centers, also known as **Community Learning Centers**, **Prosperity Centers**, and **Welcome Centers**, multiple partnerships across community sectors are aligned and key services are integrated. All three Centers are similar, but each has a specific focus:

- **Community Learning Centers** – Integrated into a school, Community Learning Centers connect school curriculum with programs and services that promote children’s development and learning
- **Prosperity Centers** – Neighborhood resource centers that link individuals and families to economic support systems and programs that promote long-term self-sufficiency

- **Welcome Centers** – Centrally located, Welcome Centers provide a convenient location for immigrants and refugees to gain access to services and be included and involved in the community