



Position Title: Assistance Network Coordinator

Reports To: Director of Community-Based Assistance Programs

Location: Denver, CO

Connect for Health Colorado is the state-based health insurance marketplace and support network that allows individuals, families and small employers to compare and purchase health plans from companies including the major health plans in the state in a convenient way. We provide high quality customer assistance by phone and in person, as well as access to federal financial assistance to reduce the cost of health insurance. Our mission is to increase access, affordability, and choice for individuals and small employers purchasing health insurance in Colorado.

Position Summary:

The purpose of the Assistance Network is to provide statewide coverage, credibility and trust in fulfilling the mission of Connect for Health Colorado by enrolling individuals in health coverage. This role provides support to the Assistance Network, which includes Assistance Site Designated Organizations and the Certified Application Counselor (CAC) program.

Position Responsibilities:

- Supports program integrity work in coordination with Assistance Network Manager and other Connect for Health Colorado staff, including:
 - contracting with current and potential grantees;
 - program development and compliance;
 - certification, tracking and reporting of Assistance Sites, CAC designated organizations, Health Coverage Guides, and Certified Application Counselors;
 - works with the Director of Community-Based Assistance Programs to develop reporting protocol and collect data from Assistance Site and CAC designated organizations;
 - collects, maintains, and reports data;
 - conducts statewide site visits; and
 - maintains communication, visibility, and transparency to stakeholders.

- Conducts day-to-day engagement activities within the CAC program including:
 - mentoring program managers and Assistors;
 - maintaining relationships, providing resources and support;
 - facilitation/coordination of meetings, in-person training and webinars;
 - outreach to existing and new organizations;
 - regular outbound notices and information;
 - escalations and issue resolution; and
 - monitoring of CAC designated organizations and their adherence to program requirements.

- Works with the CBAP team to develop strategies for the department that will drive outreach and enrollment targets.
- Serves as technical liaison to document, report, existing defects/issues, follow up, communicate resolutions, development of enhancements/improvements.
- Serves as a subject matter expert in support of overall organization goals on issues including state-based exchanges, eligibility and enrollment, navigator, CAC, and in-person assistance programs.
- Implements and oversees strategies to drive outreach and enrollment.
- Coordinates with the Marketing and Outreach team to integrate corporate and Assistance Network marketing and outreach strategies.
- Provides administrative support for ongoing Assistance Network operations by:
 - keeping meeting minutes;
 - producing weekly newsletter content production;
 - managing distribution lists for external communications;
 - facilitating weekly webinars; and
 - creating training content and materials.
- Provides cross-functional support to the Assistance Network Manager and additional support with other duties as assigned.

Position Requirements:

- Bachelor's degree in communications, health policy, health administration or human services related field or relevant years of experience
- Experience working with and presenting information to a wide range of stakeholders
- Experience with education and outreach
- Preferred experience with training, eligibility and enrollment for health insurance affordability programs, and/or creating organizational policies and procedures
- Preferred experience with or in the health insurance industry
- Must work well within a team and can work under tight deadlines
- Excellent judgment, the ability to think strategically and take initiative to advance the goals of the organization and the program
- Must have excellent verbal communication skills and high level of comfort making public presentations
- Must have strong analytic and writing skills
- Demonstrated maturity and willingness to respond to shifting and fluid priorities

Work Environment:

- Typical office setting; the Connect for Health Colorado office is in the Cherry Creek area of Denver, near the intersection of Colorado Blvd. and Cherry Creek Drive North
- On-site during office hours
- Work schedule will include non-traditional hours, weekends and evenings
- Travel throughout Colorado will be required

Compensation:

Connect for Health Colorado offers a competitive salary and benefits package. Using Connect for Health Colorado's annual benefits allowance, employees may elect from various benefit

offerings and tailor a package to best suit their individual needs. Connect for Health Colorado employees are eligible to participate in the organization's 403(b) plan and are additionally provided with paid time off, short and long-term disability and life insurance.

To Apply:

Please e-mail resume, cover letter, salary history, and three (3) references to hring@c4hco.com. Please include position title in the subject line. No phone calls please.

Connect for Health Colorado is an equal opportunity employer (EOE). Connect for Health Colorado may, at its discretion, conduct a background check on any workforce member and/or require job candidates to successfully complete a background check as a condition of employment.
