



**Position Title: Assistance Network Program Manager**

**Reports To: Director of Marketing and Communications Strategy**

**Location: Denver, CO**

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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.

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**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 leadership and management of the Assistance Network, which includes Assistance Site Designated Organizations and the Certified Application Counselor (CAC) Program.

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**Position Responsibilities:**

- Oversees program integrity work in coordination with the Director of Marketing and Communications Strategy, as well as 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 Marketing and Communications Strategy 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
  
- Responsible for day-to-day engagement within and oversight of the Assistance Network, including:
  - mentoring program managers, Health Coverage Guides, and CACs;
  - 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;
  - escalation and issue resolution; and
  - monitoring of CAC designated organizations and their adherence to program requirements.
  
- Works with the Assistance Network 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
- Coordinates with Director of Marketing and Communications Strategy and the Training Department to ensure training needs are met including:
  - serving as a subject matter expert for content;
  - identifying and supporting gaps in core knowledge;
  - conference planning;
  - certification/supplement/recertification training content design;
  - support training development, ongoing implementation, review and evaluation of program effectiveness; and
  - researches best practices, documents, shares and creates/maintains project plans for best practices.
- 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 for the Assistance Network and provides additional support with other duties as assigned.

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**Position Requirements:**

- B.S./B.A. in Public Administration, Public Policy, Healthcare Management, Public Health, Business Administration, or related field; Master's degree preferred.
- Minimum of 3 years of experience working with commercial insurance, and/or public health insurance affordability programs
- Project management experience preferred
- Ability to manage multiple statewide locations
- Must have strong interpersonal skills; ability to work with all levels of internal management and staff, as well as diverse populations, stakeholder groups, and customers
- Must be able to facilitate discussions with core stakeholders including both small and large audiences
- Ability to build and maintain internal and external customer focus
- Skilled in reading, understanding, interpreting, and applying complex state and federal regulations
- Must be a strategic thinker with an ability to act tactically
- Demonstrated ability to manage multiple projects and competing priorities while effectively accomplishing objectives
- Must have demonstrated organizational skills

- Must have excellent written and oral communication skills. Ability to write clear, concise and accurate letters, reports and narratives
  - Must be proficient in Microsoft Office Suite, especially Excel for data analysis and PowerPoint for presentation development
  - Ability to work independently and as a team member
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**Work Environment:**

- Typical office setting; the Connect for Health Colorado office is in the DTC area of Denver, near the intersection of Tuffs and S Ulster.
  - Full time position; on-site during office hours
  - Work schedule will include non-traditional hours, weekends and evenings
  - Travel throughout Colorado will be required
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**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.

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**To Apply:**

Please e-mail resume, cover letter, salary history, and three (3) references to [hiring@C4HCO.com](mailto:hiring@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.**

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