



Orange County United Way

ORANGE COUNTY UNITED WAY JOB DESCRIPTION

Job Title: Enrollment Specialist	Reporting To: Senior Manager, Community Programs
Department: CalFresh, 211 OC	Position: Full-time/Non-EXEMPT

Purpose of Position

Enrollment Specialist is primarily responsible for helping people over the phone assess their eligibility and successfully apply on their behalf for benefits programs including, but not limited to: CalFresh (known federally as Supplemental Nutrition Assistance Program or SNAP), Low-Cost Utility Assistance, California Alternative Rates for Energy Program (CARE), and other approved application processes.

Key Duties and Responsibilities

- Perform in-depth screenings and assessments, collects client information, and encourage clients to apply for entitled benefits.
- Enroll clients over the phone through BenefitsCal (online – primarily CalFresh), and other approved application processes, which includes answering questions on their behalf, obtaining consent and uploading images of their documentation.
- Maintain accurate tracking and reporting for enrollment programs and referral services.
- Conduct client follow-up via phone and text message to ensure the continuation of benefits.
- Follow up with the client to determine application approvals and advocate on their behalf when experiencing barriers.
- Provide first-contact resolution by ensuring that each customer's needs are addressed to the best of 2-1-1's ability during their first contact with 211OC.
- Collaborate with and serve as a resource to community organizations and 211OC staff to share best practices and other knowledge.
- Assist with community outreach events throughout the County of Orange.
- Assess participants' immediate needs and make referrals to appropriate resources.
- Develop an expert working knowledge of the 211OC's management software including Community Information Exchange database, telephony, softphone, texting, administrative systems and other approved software.
- Empower clients to choose the services they feel are most appropriate for their situations.
- De-escalate upset clients and intervene during crises and/or situations of abuse.
- Troubleshoot unavailability of services through expert knowledge of navigation of the 211OC's resource database and through teamwork with other I&R Specialists and the Resource Department.
- Assist clients in problem-solving when no services are available which can meet their needs.
- Divide time between answering contacts for benefits enrollment and the 2-1-1 general line based upon department call volume and staffing levels.
- Advocate on behalf of clients who have been denied services
- Troubleshoot basic technological failures
- Performs other duties as assigned

Core Competencies

All employees, in performing their respective tasks and duties, are to perform quality work within deadlines, with or without direct supervision; interact professionally with other employees, customers, and suppliers; work effectively as a team contributor on all assignments; and work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.



Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills - Maintains confidentiality; remains open to others' ideas and tries new things. Active listener, able to handle conflict and remains neutral in situations open to others' ideas, and tries new things.

Oral Communication - Effective communicator demonstrates the ability to de-escalate conflict. Listens and obtains clarification; responds well to questions; participates in meetings.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.

Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests.

Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration, regardless of status or position; accepts responsibility for own actions; follows through on commitments.

Language Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence. Able to effectively present in front of groups of customers or employees of the organization.

Job Requirements /Technical Knowledge

- High School Diploma or BA/BS Degree in the Human Service Field
- Prior experience providing information and referral services or related experience in the human service field is desirable
- Must be Bilingual (English and Spanish– verbal and written)
- One year of experience working directly with individuals and families in crisis from the community

Compensation

- \$20.90 per Hour. Competitive Benefits

Physical Demands

Physical demands are representative of the requirements necessary for an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. While performing the duties of this Job, frequent communication with other employees, and community members, in person, on the phone, and computer. Occasionally travel off-site to meetings and events. Able to lift, carry, push, and/or pull up to 25 pounds. Requires occasional stooping, kneeling, crouching, and/or crawling. Sedentary, sitting, walking, occasional lifting (overhead, waist level) from the floor, bending. Frequent near vision use for reading and computer use; may require long periods of sitting and/or standing. Frequent hand use and finger dexterity are needed to use a computer keyboard and operate standard office equipment. Job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change or new ones may be assigned at any time with or without notice.

Send Resumes To:

recruiting@unitedwayoc.org

Orange County United Way

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