



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 –CalFresh and Medi-Cal), 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.
- Assist with community outreach events throughout the County of Orange.
- 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.
- 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 dissatisfied 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 Information & Referral (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; listens to others without interrupting; remains neutral and unbiased; remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly; 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.

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; ability to speak effectively before groups of customers or employees of 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

- \$20.50 – \$22.00 per Hour. Competitive Benefits

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently required to be able to remain in a stationary position 75% of the time. The person in this position needs to occasionally move about inside the office to access file cabinets, records, and office machinery. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine and computer printer. Occasionally ascends/descends stairs, and constantly positions self to maintain computers in the office, including under the desks. The person in this position frequently communicates with coworkers and customers who have inquiries about our business operations and the community we service; therefore, the person must be able to exchange accurate information. The employee must occasionally lift and/or move up to 25 pounds

Send Resumes To:

recruiting@unitedwayoc.org

Orange County United Way

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