



Outreach Specialist (Health Insurance Navigator Program) (20 hours part time, non-exempt)

The Human Services Coalition (HSC) is seeking a part-time Outreach Specialist to support HSC's Health Insurance Navigator Program and help residents of Tompkins and Cortland Counties maintain access to health insurance coverage and connect with coverage options for which they may be eligible.

Recent federal policy changes are creating significant changes to health insurance eligibility and renewal requirements for New Yorkers. These changes include reductions in eligibility for the Essential Plan, more frequent Medicaid eligibility reviews and renewals, and new Medicaid community engagement requirements that will require certain beneficiaries to demonstrate that they meet work, education, volunteer, or other qualifying activities unless they meet an exemption.

As these changes are implemented, many community members may be at increased risk of losing health insurance coverage because they are unaware of new requirements, have difficulty navigating the renewal process, or need assistance understanding their coverage options.

The Outreach Specialist will play an important role in HSC's efforts to Keep New Yorkers Covered by conducting proactive community outreach, increasing awareness of upcoming health insurance changes, connecting residents with local health insurance navigators, and helping ensure that individuals and families have the information and support they need to maintain or obtain health coverage. This position reports to the Director of Health Planning. This position will work closely with other members of HSC staff and partners from other organizations in the community.

About the Human Services Coalition:

The Human Services Coalition (HSC) envisions a community that embraces the dignity and well-being of all people, supported by a vibrant not-for-profit sector. We are committed to creating an environment that is welcoming, inclusive, and supports the retention of passionate, talented employees, from a variety of personal and professional backgrounds. We strive to cultivate a workforce that represents the populations we serve.

HSC supports historically marginalized communities, and organizations that are led by and/or serve them. We join with other not-for-profit organizations to explore inequities in systems of institutional power and are working to dismantle them in the not-for-profit sector. We seek to meet the highest standard of performance, quality, and services as

we work to achieve our mission. Please visit hsctc.org to learn more about our commitment to these values through our programs and work.

About the Position:

This position is a great opportunity for someone who is passionate about healthcare access and helping community members navigate an increasingly complex health insurance system. The Outreach Specialist will help residents of Tompkins and Cortland Counties maintain access to free or low-cost health insurance, understand changes that may affect their coverage, and explore other affordable coverage options, including financial assistance for Qualified Health Plans.

A key part of this role is meeting people where they are. The Outreach Specialist will work closely with community organizations, service providers, and other partners to connect with residents in a variety of settings. This position offers a unique combination of office-based work and hands-on community engagement throughout Tompkins and Cortland Counties.

We are looking for someone who is approachable, compassionate, resourceful, and committed to helping people overcome barriers to healthcare coverage. If you bring a helpful, nonjudgmental, and solutions-focused approach, we encourage you to apply.

HSC values the knowledge and perspectives that come from both professional and personal experience. Applicants with relevant lived experience are strongly encouraged to apply.

Duties:

- Conduct targeted community outreach throughout Tompkins and Cortland Counties to increase awareness of health insurance coverage, eligibility, and renewal requirements.
- Build and maintain relationships with community-based organizations and other trusted partners that serve populations at greatest risk of losing health insurance coverage, ensuring partners understand recent coverage changes and know how to connect individuals with a Health Insurance Navigator/Assistor.
- Collaborate with our Administrative & Technology Coordinator to develop and implement outreach and public awareness strategies, including social media campaigns, public transit advertising, and other community-based communications.
- Represent our Health Insurance Navigator Program at community events and in locations where residents can be reached directly, including fairs, food pantries, community meals, and other community gathering spaces.
- Provide clear, accessible information to community members about changes to Medicaid and other health insurance programs and connect individuals who need assistance with our Health Insurance Navigators.

- Track outreach activities, contacts, referrals, and other required data to support program evaluation and funder reporting requirements.
- Participate in monthly meetings with program funders and provide updates on outreach activities, successes, challenges, and emerging community needs.
- Complete required Health Insurance Enrollment Assistor training through the NY State of Health, with the goal of becoming qualified to provide direct health insurance enrollment assistance as part of our outreach strategy.

Qualifications:

If you are interested in the work described in this posting, we strongly encourage you to apply, even if you do not meet all the listed qualifications.

- Strong verbal communication skills. Able to speak in group settings, collaborate with other community-based organizations and speak with community members about the upcoming eligibility changes and renewal process for Medicaid.
- Written ability to communicate via email, create outreach materials and marketing strategies to promote health insurance navigator services.
- Comfort with computers and web-based systems. Experience with designing outreach materials via computer programming is a preferred but not required.
- Knowledge of or interest in learning about the different health insurance options available through the New York State of Health.
- Desire to help members of the community with their health insurance-related needs.
- Demonstration of a helpful, positive, and nonjudgmental approach, showing respect and fairness to all community members, especially those on Medicaid and other low cost health insurance programs.
- Ability to travel within Tompkins and Cortland Counties for outreach purposes. Must possess a valid driver's license and access to a vehicle, or be able to meet the transportation requirements of the position. Mileage reimbursement included for work-related travel.

Pay Rate & Benefits:

Non-exempt, part-time, 20 hours per week. \$24.75/hour wage plus \$4.15/hour cafeteria benefit* (total compensation equivalent to \$28.90/hour).

This position is supported through grant funding that currently runs through October 31, 2027. Continuance of this position depends on the additional availability of funds.

*In addition to wages, HSC offers a cafeteria benefit plan with employer contributions that can be used towards medical, dental and/or vision insurance or taken as taxable income. HSC also offers a 403(b) retirement account, an Employee Assistance Program (EAP), and generous time off, with paid holidays, vacation, and sick time.

Consistent with the Human Services Coalition's Hybrid Work Policy, a flexible hybrid schedule (in-office and remote) may be possible. Some in-office hours are required.

Remote work requires access to high-speed internet and router. Due to the nature of this position, occasional evening and weekend work may be required to attend community outreach events.

How to Apply:

Email a resume and cover letter to Tamara Beardsley (tbeardsley@hsctc.org). The deadline for submissions is August 28th. Interviews may be conducted on a rolling basis, so applicants are encouraged to apply before submission deadline.

In your cover letter, please include answers to the following: 1) What is your interest in this position and in helping people in the community? 2) Describe the professional or personal lived experiences that make you a strong candidate for this position. Feel free to include any knowledge you have about health insurance and/or health access in Tompkins County or how you might learn about them.

HSC is committed to a diverse and inclusive workplace and encourages applications from people from all backgrounds, ages, races, ethnicities, gender identities, and abilities.

If you are interested in the work described in this posting, we strongly encourage you to apply, even if you do not meet all the listed qualifications. We value experience in the field and recognize that there are a variety of ways that relevant experience can be gained. Candidates should include experience gained through internships, volunteer work, lived experience, and community involvement beyond paid positions related to this position.

All hiring, appointments, promotions, and terms/conditions of employment shall be made on the basis of merit and without discrimination, including but not limited to biases of color, race, national or ethnic origin, gender, creed, sexual orientation or affectation, gender identity, marital status, age, religious preference, disability, economic status, political beliefs or veteran status.

The Human Services Coalition is an equal opportunity and Living Wage employer.