



Open Position: Certified Application Counselor (CAC)

HIGHLIGHTS

Part-Time Position (15–20 hours/week)

Pay Rate: \$25/hour

Positions Available: 4

In-Person in Chelsea, MA

La Colaborativa is looking for four Certified Application Counselors (CACs) to help people apply for health insurance benefits, enroll in health plans, and maintain health insurance coverage. As a CAC, you will be responsible for conducting outreach in communities, facilitating enrollment, and providing education on public-funded health care programs. You will also help consumers complete applications and renewals for MassHealth and Health Connector programs, as well as assist with plan selection.

Full Job Description

- Complete state CAC training courses and pass certification exam. Comply with all continuing education and annual recertification requirements
- Conduct application and outreach, which will be visiting communities in/around those located near the MassHealth Redetermination Campaign Partner's target area, about health insurance options through MassHealth
- Provide at least 16 "office hours" per month at the physical location of La Colaborativa
- Provide enrollment assistance services at a homeless shelter
- Follow up with consumers to troubleshoot appeals and dispute solutions
- Work independently and in a team, traveling throughout Chelsea and providing services in various locations as needed
- Handle sensitive and personal information with an understanding and respect for client confidentiality
- Facilitate enrollment and provide education on public-funded health care programs (MassHealth)
- Provide progress report to La Colaborativa
- Achieve performance targets, working closely with the other CACs and partners to identify and overcome challenges.

Qualifications

- Bilingual in Spanish and English
- Excellent interpersonal and communications skills
- A bachelor's degree (in a health, business, or social services or related discipline) is preferred, or an equivalent amount of related experience and education obtained that demonstrate the skills and abilities necessary to perform the position's duties.
- Cultural safety and sensitivity, specifically with Latinx and immigrant communities
- Ability to put consumers at ease while asking sensitive and personal questions
- Demonstrated ability to work independently and in a team environment
- Excellent organizational skills and attention to detail
- Experience working with nonprofit organizations, community groups and/or government programs strongly preferred
- Knowledge on Health Care options preferred.
- Excellent computer skills including familiarity with Word, Excel, PowerPoint and the ability to browse the Web comfortably experience with database software a plus

To Apply:

Submit a resume to Angie Coronado, Director of Health Equity: angiec@la-colaborativa.org