

Central California Food Bank
Job Description



Job Title: Medi-Cal Outreach Coordinator
Reports To: Cal Fresh Manager
FLSA Status: Non-Exempt

Prepared By: HR Manager
Approved By: Director of Programs
Rate of Pay: \$18.00/Hr

POSITION SUMMARY:

The Medi-Cal Outreach Coordinator will be responsible for identifying and informing Kings County residents in urban and rural areas of the Medi-Cal program and its core set of health benefits including doctor visits, hospital care, immunization, and pregnancy-related services. The Medi-Cal Outreach Coordinator will provide Medi-Cal application assistance; collect needed documentation to facilitate the process of the application and benefits to the Kings County Human Services Agency's eligibility worker, as well as provide retention services by assisting clients with the completion of the annual Medi-Cal redetermination packet. ***This is a 6-month contract position, with the possibility of renewal/extension after the contract period ends.**

The following is a list of major duties and responsibilities for this position. It is not all-inclusive. Other duties and responsibilities may be added as needed and, in addition, management as appropriate may modify this job description.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Develop and maintain relationships with Medi-Cal clients and Service Agencies.

- Make outbound and receive inbound calls providing detailed information about Medi-Cal and Central California Food Bank programs and services.
- Provide Medi-Cal outreach activities at selected community sites to low-income, high-risk individuals and families.
- Provide information about services and benefits that the Medi-Cal program can offer
- Assess Medi-Cal eligibility and enroll individuals into Medi-Cal
- Link clients with health and medical health service providers.
- Make referrals to connect current Medical Beneficiaries to appropriate Medi-Cal covered health services
- Assist individuals in understanding and applying for Medi-Cal, including collecting documents and submitting applications.
- Act as liaison to the community and assigned Program Manager.
- Provide prospective clients with a referral to programs, up to and including setting up appointments for Medi-Cal application assistance, on or off site, at outreach locations, conduct home-visits etc.
- Provide support in implementation and coordination of activities with internal and external service agencies.

2. Prepare and maintain all agency relations records and reports.

- Review monthly agency statistics and update and maintain CCFB's agency database.
- Work diligently to generate quality leads through established and approved methods such as client referrals, engagement of community, available data, and research.
- Maintain effective and timely reports and communication with Program Manager and other staff to maintain workflow that supports the work process and flow within the organization.
- Provide internal program and direct community outreach to targeted populations.
- Attend and participate in Kings County Human Services Agency implementation trainings, and trainings/meetings as directed by the Cal Fresh Manager
- Prepare regular reports on activities and outcomes as required by CCFB or its funding organizations.

3. Provide excellent customer service to all CCFB customers including CCFB clients, staff, donors, logistics personnel, agency personnel, volunteers, board members, and the general public.

- Engage in the following tasks or behaviors that represent excellent customer service: timely responses, punctuality, and attendance, treating others with respect, being knowledgeable and providing accurate information, and using appropriate non-verbal and verbal communication.
- Perform other duties and support as assigned.

SUPERVISORY RESPONSIBILITIES:

This position does not have supervisory responsibilities.

MINIMUM QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made in accordance with the ADA to enable individuals with disabilities to perform the essential job functions.

- High School Diploma required
- Bilingual (Spanish)
- College degree in Business Administration, Social Work or Social Services preferred
- 2 years + experience working in a non-profit or business setting
- Ability to effectively communicate (written and oral) and work well with a variety of stakeholders from different socioeconomic and cultural backgrounds
- Strong computer skills (MS Office Suite)
- Ability to adapt to quickly changing business environment including learning and applying new training and knowledge
- Demonstrated ability to problem solve, analyze data, make good decisions, and attend to details
- Must have valid CA driver's license with good driving record
- Must be insurable by CCFB company vehicle insurance provider
- Ability to travel and navigate throughout remote service areas and neighborhoods

PHYSICAL REQUIREMENTS:

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

This position is located at a warehousing/distribution facility. With warehouse and truck traffic in the facility and grounds, a few steps to walk up into the facility and product stacked and stored throughout, this position requires someone who is mobile and who can watch for traffic and normal hazards of a warehouse environment. While performing the job duties of this job, the employee is regularly required to sit, talk, and hear. The employee frequently is required to stand, walk and/or reach with hands and arms. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Must be able to use a computer to track detailed data, write reports and receive information; must be able to communicate by phone and in person; must be able to drive to and from meetings, events, and to run errands.

Central California Food Bank is an at-will employer. This means that employment can be terminated at-will by the company or employee and such termination can be made with or without notice.

*Central California Food Bank is an Equal Opportunity Employer.
Central California Food Bank is a proud member of Feeding America.*



Job Description Acknowledgement

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By signing below I am acknowledging that I have received a copy of this job description.

I understand I am to become familiar with my job description's contents as it represents a brief summary of my job duties, which are not all-inclusive and are subject to change, with or without prior notice. I understand it is my responsibility to talk to my manager or Human Resources if I have any questions regarding my individual job responsibilities or any policies and procedures.

Further, I understand that signing this document does not constitute a contract of employment with Central California Food Bank.

Employee Name (Print)

Employee Name (Signature)

Date