



Certified Application Counselor

Core Competencies for Saint Louis Effort for AIDS: We invest in hiring and retaining people with core competencies that support a culture of excellence and continuous improvement. Applying a strengths-based leadership model, we have identified a number of characteristics that relate to personal and professional success. While each position requires unique skills, attributes and attitudes, it is our goal to seek out individuals with the following personal and interpersonal skills that enrich and align with our underlying values.

- Consistently create a positive and/or constructive tone in verbal and written communications; facilitate the flow of information in a timely and respectful manner.
- Are skilled at relating to others; are approachable and able to put others at ease
- Genuinely care about people; demonstrates empathy.
- Are respectful of differences and able to manage diverse relationships.
- Are focused on our clients and stakeholders.
- Act with honor and character; adhere to EFA's core values; build integrity and trust in themselves and others.
- Are open, receptive and learn from mistakes.
- Demonstrate professional composure and can handle stress effectively.
- Are flexible; are personally committed to and actively work to continuously improve themselves, in part by knowing their personal strengths, weaknesses, opportunities and limits.
- Are able to maintain a conscious balance between work and personal life; can attend to both.

Certified Application Counselor: Under the direction of the ACCESS Project Manager and as part of the ACCESS team, the full-time Certified Application Counselor will facilitate enrollment into health insurance coverage through the on-line Marketplace for uninsured or underinsured individuals. The Certified Application Counselor will also conduct outreach and health insurance literacy educational events in a variety of settings, working collaboratively with partnering entities in the community.

Skill-Based Competencies:

- Is self-motivated and demonstrates leadership potential
- Learns quickly when facing new problems; a continuous and versatile learner.
- Can effectively cope with change; can shift gears comfortably; moves back and forth between projects/tasks fluidly.
- Can handle multiple tasks at once and enjoys the challenge of unfamiliar tasks; quickly grasps the essence and the underlying structure of challenges and opportunities.
- Experiments to find solutions; can decide and act without having the total picture; is able to function when things are up in the air.
- Can appropriately prioritize his/her time, zeroing in on critical issues; accurately scopes out length and difficulty of tasks and projects; sets objective and goals.
- Builds appropriate rapport with others; can find common ground and work collaboratively as needed to achieve results.
- Experience with community outreach and assisting low-income or traditionally marginalized individuals preferred.



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Functional/Technical Competencies

- Excellent computer skills with high comfort level utilizing the Internet.
- Strong verbal communicator both in-person and by phone, including both expressing concepts and information in an understandable way as well as attentive listening skills.
- Attention to detail and task-focused, demonstrating excellent follow-through.
- Ability to function effectively in both an autonomous work environment and as part of a team.
- Ability to assist uninsured and underinsured individuals in understanding their health insurance options, facilitate their decision to select and enroll in coverage.
- Ability to adhere to facility, state or federal guidelines and regulations, including strict confidentiality rules.

Position Requirements/Preferences, Education, Accreditation or Equivalent Experience

- Bachelor's Degree or three years' experience in client services, insurance enrollment/community outreach. Master's Degree preferred.
- Must be able to complete web-based training and pass on-line exam to become a Certified Application Counselor.
- Must have reliable transportation to conduct outreach and enrollment activities and attend mandatory meetings throughout the state, as local and regional travel may be required.
- Must be 18 years or older and a Missouri resident.
- Perform other duties as assigned or required.

Supervision

This position reports to the ACCESS Project Manager.

APPLICATION INFORMATION:

Please electronically submit cover letter to: Chelsea Berkhout, ACCESS Project Manager, Saint Louis Effort for AIDS to carnott@stlefa.org.

SPECIFIC ACA CERTIFIED APPLICATION COUNSELOR DUTIES ATTACHED
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ACA Required Duty	Examples of Activities
Maintain expertise in eligibility, enrollment and program specifications	<ul style="list-style-type: none"> • Attend trainings and attain any certification required by the Marketplace Exchange • Stay current on policy and procedures • Maintain a thorough understanding of the process through which individuals apply for financial assistance and enroll in the insurance affordability programs • Collect, analyze and report data on consumer issues and problems
Conduct outreach and public education activities	<ul style="list-style-type: none"> • Reach out to networks and community members to promote availability of affordable health coverage • Conduct and participate in events, meetings, and activities to educate consumers about the health insurance affordability programs • Design and implement marketing strategies to increase awareness about health coverage options • Integrate consistent, proven messaging into all public education activities
Provide complete, fair, and impartial information	<ul style="list-style-type: none"> • Inform consumers and small businesses about the full range of Qualified Health Plans (QHPs) and insurance affordability programs including public health coverage in an unbiased manner • Empower consumers to select a plan without being steered in any direction • Inform consumers that they can opt to apply and enroll directly through the Exchange at any time
Facilitate selection of health plan	<ul style="list-style-type: none"> • Help consumers complete the streamlined application • Explain the eligibility decision and next steps • Answer any questions about coverage options and cost-sharing requirements, including premiums • Explain tax credits and their financial implications • Ask questions that help a consumer determine which plan is best for their family circumstance in terms of benefits and costs • Assist consumers with plan enrollment through Exchange's web portal • Help consumers select and enroll in a public program's managed care plan • Educate consumers about changes in circumstance that may affect their eligibility for coverage and provide assistance in making changes to coverage or maintaining eligibility for coverage, as needed
Make referrals to consumer assistance or ombudsman programs	<ul style="list-style-type: none"> • Maintain current inventory of existing ombudsman or consumer assistance programs (CAPs) that assist consumers with grievances, complaints or questions about eligibility • Develop relationships with CAP programs and establish a protocol for referrals to ensure that consumers don't slip through the cracks
Meet confidentiality and privacy standards	<ul style="list-style-type: none"> • Create a physical space where consumers can freely discuss their financial and personal situation without concern of being overheard • Maintain the highest ethical standards in regard to non-disclosure of protected personal information • Set up monitoring systems to ensure that only required data is stored and that it cannot be accessed without proper authorization