



Volunteer: Certified Application Counselors

UHCAN Ohio (Universal Health Care Action Network of Ohio) is a statewide, nonprofit organization working for high quality, affordable health care for all Ohioans by promoting antiracism and ensuring that marginalized communities are heard. UHCAN Ohio is based in Columbus and has organizers and navigators in Cleveland, Cincinnati, and Columbus.

We are looking for Community members, retirees, and college students passionate about health care from Columbus, Cleveland, and Cincinnati, looking to make a difference and support Ohio families.

POSITION SUMMARY

Upon completion of training and certification, the Certified Application Counselor will assist consumers with Medicaid and health insurance Marketplace applications to enroll in health care coverage (by appointment) either in person or virtually. The Certified Application Counselor will conduct and participate in outreach and enrollment events (if possible) and activities to provide education and resources to assist consumers with understanding how to enroll in a health care plan. The Certified Application Counselor will also provide post-enrollment support to consumers as needed.

DUTIES

1. Assist consumers with determining eligibility, health plan selection and enrollment.
2. Provide education and resources to people needing health care coverage by conducting or participating in outreach and education events.
3. Assist consumers with post-enrollment questions and issues i.e., how to use their insurance.
4. Handle personal identification information collected with care and follow all confidentiality protocols.
5. Provide all information and services in a manner that is culturally and linguistically appropriate and ensures accessibility for individuals with disabilities.
6. Complete administrative duties and program reports in a timely and accurate manner.
7. Participate in CAC trainings and meetings as needed and recommend new approaches to continually improve efficiency of the overall consumer enrollment experience.
8. Follow up with consumers after enrollment who are willing to talk about their experience with the health care system.

QUALIFICATIONS

- Must be at least 18 years of age
- Ability to complete required CAC certification training (online)
- Prior customer service or community outreach experience preferred
- Experience working with diverse populations, particularly underserved communities
- Strong communication skills both oral and written.
- Excellent organizational skills with the ability to manage multiple tasks and priorities
- Ability to work independently and as part of a team, with flexible availability
- Basic proficiency in Microsoft Office, internet navigation, and email communication
- Ability to pass a background check

TO APPLY

E-mail your resume to jcarter@uhcanohio.org.

Volunteer CACs will receive an annual stipend of up to \$1,000 as funding is available.

UHCAN Ohio seeks to create and maintain a diverse team of volunteers. We encourage applications from people of color, people with disabilities, LGBTQ+ community members and other minority groups and under-represented communities.