

HEALTH ACCESS ASSISTANT

Recruitment #2007-2200DC-001

List Type	Original
Requesting Department	HEALTH-PUBLIC HEALTH SERVICES
Open Date	8/7/2020 08:45:00 AM
Filing Deadline	8/28/2020 11:59:00 PM
HR Analyst	Nola Nelson

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INTRODUCTION

The eligible list resulting from this examination may be used to fill similar City of Milwaukee positions.

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities, and great restaurants.

PURPOSE

Under the direction of the Healthcare Access Program Manager, the Health Access Assistant assists clients seeking a higher quality of life by providing appropriate, comprehensive support and information as they apply for governmental benefit and entitlement programs such as Medicaid, Health Insurance Marketplace, BadgerCare Plus, Family Planning Only Services, SeniorCare, FoodShare Wisconsin, and Wisconsin Shares Childcare programs.



ESSENTIAL FUNCTIONS

Application Assistance and Outreach

- Meet with walk-in clients to identify eligible populations, assess client needs for entitlement programs, and provide assistance in completing online applications for recommended programs.
- Perform community outreach and enrollment at various locations, including Community Based Organizations (CBOs), MHD Health Centers, and community events.
- Inform clients of the documents required for application; assist clients in navigating the process and/or application for BadgerCare Plus, Express Enrollment, and other Medicaid programs.
- Encourage application to other programs that may serve clients' needs, including: FoodShare Wisconsin, WIC, Home Visitation Programs, and free and reduced-cost clinics.

- Make referrals to internal and external programs that would further benefit clients' general health and well-being.

Customer Advocacy and Troubleshooting

- Advocate on behalf of all health department populations who have an insurance coverage deficit.
- Receive and process referrals from other programs for individuals who have no coverage or who are experiencing issues or an interruption in coverage.
- Ensure that each client receives the best quality service available; use contacts within local and state government to press for quality client care.
- Collaborate with community, state, and local officials to expand the network of advocates working to improve the quality of health in the Milwaukee community, especially relating to underrepresented populations.
- Engage in cross-programming, training, and referral to ensure continuity of care for clients coming to the MHD.
- Remain abreast of administrative changes in Medicaid and other entitlement programs to ensure accuracy of application information provided to clients.

Reporting and Administrative Duties

- Enter client information into the database daily.
- Complete all required internal MHD documentation and reports in a timely fashion.
- Participate in evaluation of the program to ensure compliance and quality.
- Participate in program and agency training.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

CONDITIONS OF EMPLOYMENT

- This is a first-shift position; however, the Health Access Assistant may be required to work an occasional evening or weekend to meet departmental needs.
- Based upon each department's responses to the COVID-19 pandemic and the needs of each department, employees may be expected to work from home intermittently or continuously. Duties may also include performing tasks related to the public health response to COVID-19.

MINIMUM REQUIREMENTS

1. Three years of experience working with health benefit programs for low-income families, community outreach, human services, health care service, or a closely-related field OR three years of related coursework in social work, nursing, health care administration or a closely related field from an accredited college or university.
2. Valid Driver's License and availability of a properly insured personal automobile for use on the job at time of appointment and throughout employment. Automobile allowance is provided.

Equivalent combinations of education and experience may be considered.

If you wish to receive credit for college coursework, you must submit college transcripts by the application period closing date. Attach transcripts to your online application. Your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.

DESIRABLE QUALIFICATIONS

- Previous experience working with related health benefit programs.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Ability to learn and apply the eligibility requirements and application processes for entitlement programs such as Medicaid and FoodShare Wisconsin.
- Ability to learn and apply the Affordable Care Act Health Insurance Marketplace processes and applications.
- Ability to read and interpret work-related documents such as state rules regarding eligibility requirements.

- Ability to make accurate calculations in order to provide clients information regarding premium payments for healthcare coverage.
- Customer service skills.
- Ability to serve people from varied socioeconomic, educational, and cultural backgrounds.
- Interpersonal skills, including the ability to build effective relationships with managers and colleagues.
- Ability to work independently and as a member of a team.
- Oral communications skills; skill in clearly communicating complicated information to non-technical audiences.
- Written communication skills, including the ability to accurately and effectively write case notes.
- Skill in entering data into a database and ability to navigate county and State electronic systems.
- Skill in advocacy and outreach.
- Ability to provide services in a culturally sensitive manner.
- Ability to maintain confidentiality.
- Ability to remain calm under pressure.
- Ability to adapt to changes in the work environment.
- Organizational skills and the ability effectively and accurately manage a large caseload.
- Ability to reason, consider alternatives, and solve complex problems.
- Ability to be proactive to meet divisional objectives and responsibilities.

CURRENT SALARY

The current starting salary (5FN) is **\$42,539** annually, and the resident incentive starting salary for City of Milwaukee residents is **\$43,815** annually.

The City of Milwaukee provides a comprehensive benefit program that includes the following:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 11 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit: <https://city.milwaukee.gov/der/benefits>.

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE: The examination will be held as soon as practical after **Friday, August 28, 2020**. Receipt of applications may be discontinued at any time after this date without prior notice.

However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City

of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

ADDITIONAL INFORMATION

- Applications can be accessed by visiting www.jobaps.com/MIL.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.
- The Department of Employee Relations is located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

CONCLUSION

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The City of Milwaukee values and encourages diversity and is an equal opportunity employer.