



Position Title: Benefits Enrollment Specialist

Reports to: Prevention Services Director

Classification: Full-Time Salaried, Exempt

Compensation: \$60-\$65k DOE + benefits

Established in 2017, the Oakland LGBTQ Community Center Inc. (the Center) is dedicated to enhancing and sustaining the well-being of lesbian, gay, bisexual, transgender and queer (LGBTQ) individuals, our families and allies, by providing educational, social, health & wellness related activities, programs and services. The establishment of this service model marks the first time that a multi-ethnic, multi-gender, and intergenerational, LGBTQ community service center, has ever existed in the city of Oakland.

THE POSITION

This position is assigned to our Glenn Burke Wellness Clinic (GBWC) and is primarily responsible for assessing and assisting clients to access various outside and in-house benefits & services to include enrollment in health benefit programs (Medi-Cal, Family PAC, ADAP, CARDEA, etc.), housing subsidies, transportation assistance, mental health subsidies, etc. The position is also responsible for reporting, monitoring, and helping to develop and ensure compliance with program rules, guidelines and policies for accessing benefits and other subsidy services.

PRIMARY RESPONSIBILITIES:

- * Determine eligibility and enroll patients into appropriate health benefit programs
- * Link and assist wellness coordinators, case managers, and partner organizations to submit applications for health care benefits, housing assistance, transportation assistance, and other subsidies offered by the Oakland LGBTQ Community Center and our collaborative partners.
- * Process assistance applications for completeness and eligibility.
- * Conduct workshops and orientations about benefits enrollment, qualifications/eligibility, rules and guidelines for clients, providers, and the general public.

Clinic Duties:

- * Provide clinic front desk reception
- * Provide status neutral patient linkages/referrals;
- * Set appropriate boundaries with clients/patients; comply with HIPPA and confidentiality protocols;
- * Ensure timely submission of program reports;
- * Maintain all necessary client information including immediately & accurately entering case notes, service activities and outcomes on a daily basis with bi-weekly or monthly review.

General:

- * Participate in staff meetings, training workshops, and community meetings as assigned;
- * Data entry into multiple databases for service monitoring and reporting;
- * Ensure the overall maintenance and security of open and closed files as assigned;
- * Periodic Saturdays for weekend pop-up clinics or special weekend outreach activities;
- * Other responsibilities as assigned to support the programmatic and administrative needs of the organization and our members.

Preferred Qualifications:

- * Bachelor's Degree in human/social services or related field or 2 years relevant experience.
- * Ability to work in highly detail- and task-oriented, fast-paced environment.
- * Experience working in government and/or non-profit setting.
- * Experience with MediCal/Medicare and other health enrollment programs.
- * Knowledge of Oakland's specialized services, including homeless, HIV/AIDS, disability, substance use, mental health and LGBTQ services.

Required Qualifications:

- * Ability to work independently and as part of a team with respect and accountability, taking initiative and exercising sound judgment, discretion, and professionalism at all times.
- * Demonstrated ability to work effectively with and within a diverse setting of team members, colleagues, including unhoused, poor, senior, disabled and other disenfranchised and marginalized people; individuals with mental health and/or substance use issues; and people from diverse ethnic, cultural, economic, sexual orientation and gender identification communities.

Compensation and Benefits:

The Center offers a competitive wage and benefits that includes employer-sponsored major medical, dental, 401k, vision and disability insurance, and paid time off including, sick leave, and 13 paid holidays, including two floating holidays such as, day after Pride, and election day.

Application Procedure:

Please send your resume and email of interest to joe.hawkins@oaklandlgbtqcenter.org

*Email Subject Note: **"Benefits Enrollment Specialist"** no calls or drop-offs please.

The Oakland LGBTQ Community Center is an equal opportunity employer committed to maintaining a culturally, gender diverse work environment. Individuals with diverse experiences, people of color, bilingual English-Spanish, lesbian, gay, bisexual and transgender individuals, women, and people living with HIV/AIDS or other disabilities are particularly encouraged to apply. This position is funded with both public and corporate grant contracts. Grant funded positions are time limited and contingent upon sufficient grant funding.

Please visit us at www.oaklandlgbtqcenter.org to learn more about the Oakland LGBTQ Community Center.