



The **Chinatown Service Center (CSC)** is a nonprofit organization that provides multilingual health and social services, employment training and counseling in the Greater Los Angeles area. For further information on CSC, Visit our web site at <http://www.cscla.org>

Position: Outreach Specialist

Open Date: March, 2024

Closing Date: Until filled

Pay Range: \$20.50 Per Hour

Job Purpose:

Under the supervision of the Clinic Operations Manager, this position will conduct enrollment activities and screen patients into eligible clinic programs.

Job Responsibilities:

- Screen patients into health insurance programs efficiently and accurately.
- Conduct enrollment activities within and outside the agency.
- Assist in improving efficiency and effectiveness in good customer services, patient flow and daily operations of the Front Office.
- Enter and maintain patient records, documentation, and insurance information into EHR in an accurate and timely manner.
- Establish procedures to ensure clients' right to privacy and confidentiality is maintained.
- Ensure documentation and case notes are in compliance with contractual guidelines.
- Collaborate with other departments and external agencies to conduct outreach activities and health fairs/ workshops.
- Document the progress and reports about such activities.
- Submit reports to supervisor on a regular basis and timely manner.
- Create and translate flyers or brochures into English/ Spanish.
- Help develop reporting/interpreting monthly, quarterly, and annual data to CHC Director and provide relevant data and reports in a timely manner.
- Help develop outreach and enrollment strategies and plans to achieve contract goals.
- Assist in Program Evaluation and Quality Management.
- Perform other duties as assigned.

Qualifications:

- High school diploma or its equivalent.



- Basic computer and Internet skills: MS Word, Excel, and Internet
- Detail-oriented
- Effective oral and written communication skills.
- Able to work independently and take initiative.
- Able to work effectively while multi-tasking
- Establish and maintain effective working relationships with those contacted in the performance of required duties.
- Able to explain designated and specific regulations and procedures to clients.
- Bilingual in English and Spanish
- Available to work weekends and evenings if needed.
- Ability to interact with diverse population and develop good relations with individuals and families.
- Previous experience in government program eligibility and screenings
- Have a valid California driving license and able to travel for work for more than 30% of work time

Please send your resume to:

cschr@cscla.org

Subject: Outreach Specialist

**Chinatown Service Center is a nondiscrimination equal opportunity employer.
Reasonable Accommodations are available upon request to individuals with disabilities.**