



## **NEWBORN ENROLLMENT COORDINATOR**

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The Newborn Enrollment Coordinator assists families with enrolling newborns in health insurance and other public benefit programs and provides parenting support to promote the healthy development of young children.

This full-time, non-exempt position reports to the Health Outreach Supervisor.

**DUTIES AND RESPONSIBILITIES** include, but are not limited to:

- Conduct outreach to families at Sutter, Dominican and Watsonville hospitals to identify newborns who are eligible for health insurance through local, county and state health insurance programs.
- Enroll, or provide assistance with enrolling or re-enrolling, eligible children ages 0-5 in appropriate health insurance programs and CalFresh as appropriate.
- Provide and review the contents of First 5's *Kit for New Parents* with families of newborns.
- Conduct brief screenings of families' basic needs. Provide information and referrals to community resources that will help promote the health and well-being of newborns and their families.
- Provide Triple P parent education consultations and/or workshops for families with children from birth – 5 years old.
- Establish and maintain effective, positive working relationships with staff in the hospitals and outside agencies.
- Participate in meetings and trainings pertaining to health care outreach and enrollment.
- Conduct outreach at community events.
- Assist with preparing outreach and education materials.
- Assist with writing articles and responding to media in order to support outreach efforts.
- Document all program work and maintain monthly service statistics.
- Complete daily MediCal Administrative Activities (MAA) time survey.
- Prepare and submit all required paperwork, including timesheets, mileage forms, purchasing forms, reports and other documents in an organized and timely manner.
- Attend agency and program staff meetings and community meetings/events as requested.
- Other duties as required.

### **MINIMUM QUALIFICATIONS & EXPERIENCE**

- Bachelor's degree, preferably in early childhood development, health, human services or a related field and/or equivalent combination of employment and education experience.
- Two years of experience working with families in a social service, public health or human service-related field. Some perinatal and/or hospital experience strongly preferred.
- Bilingual and biliterate in English and Spanish required.
- Experience as a Certified Enrollment Counselor (CEC) is preferred.

- Current Hepatitis B vaccination or willingness to become vaccinated.

## **REQUIRED KNOWLEDGE AND ABILITIES**

### **Knowledge of:**

- Common challenges that low-income and underrepresented families face.
- Community resources available to families in Santa Cruz County.
- Child development and preventative health care.
- Outreach, patient interviewing and parent education skills and techniques.
- Health insurance and CalFresh options available for children in Santa Cruz County.
- Standards and practices for providing excellent service to internal and external customers.

### **Skills & Ability to:**

- Establish and maintain effective, collaborative working relationships with a wide range of professionals and para-professionals, including but not limited to F5 SCC team members, hospital staff, contractors, community partners, Commissioners and funders.
- Effectively reach and engage ethnically and culturally diverse families.
- Promote basic principles of preventative health care, health promotion, disease and injury prevention and positive parenting to ethnically and culturally diverse families.
- Obtain personal health information from families in a sensitive and professional manner.
- Maintain confidential information according to hospital policies and privacy laws.
- Plan and organize work to ensure organizational and project goals and timelines are met.
- Think proactively, anticipate problems, analyze situations, consider alternatives and develop effective solutions.
- Communicate effectively orally and in writing.
- Maintain clear and accurate electronic and/or paper records; prepare and compile reports.
- Demonstrate proficiency in using computers, the internet and for email, word processing, spreadsheets and/or data entry.
- Provide excellent service to all internal and external customers, in accordance with F5 SCC's Customer Service Plan.
- Meet attendance requirements of the position, be punctual and timely in meeting all requirements for work performance.
- Remain flexible and adapt to changes in agency operations, work assignments or procedures.

## **PHYSICAL DEMANDS & WORK ENVIRONMENT**

The physical demands and work environment described below are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Mobility to work in a standard office environment and attend off-site meetings; mobility and manual dexterity to use standard office equipment and handle documents; vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone

- Work is sometimes physical, requiring setting up for meetings or outreach events, which may require lifting or carrying cumbersome materials (e.g. easels, flip charts, refreshments, boxes, tables, etc.)
- Long periods of sitting frequently required.
- May require working some evenings and weekends.
- Ability and willingness to visit sites located in high-need, low-income communities required.

**OTHER REQUIREMENTS**

Must have a valid California driver’s license, personal automobile insurance, access to reliable transportation and ability to travel within Santa Cruz County as necessary to carry out job duties. Some travel outside Santa Cruz County occasionally required.

**SALARY SCALE**

	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7
<b>Hourly</b>	\$18.50	\$19.61	\$20.79	\$22.03	\$23.36	\$24.76	\$26.24
<b>Annual</b>	\$38,480	\$40,789	\$43,236	\$45,830	\$48,580	\$51,495	\$54,585