

JOB DESCRIPTION

Organization: **Puerto Rican Cultural Center**

Job Title: **In-Person Counselor (IPC)** (Full-time, temporary position)

The Puerto Rican Cultural Center (PRCC) is a non-profit organization founded in 1973 to serve the social and cultural needs of Chicago's underserved communities.

We are seeking bilingual (English and Spanish or other languages), motivated, and organized who are already certified or have an inactive In-Person Counselors (IPCs) license. IPCs will maintain expertise about the newly expanded Medicaid program and the Health Insurance Marketplace that are part of the Affordable Care Act (ACA). The IPCs will provide information and services in a fair, accurate, and impartial manner to the community members. Additionally, IPCs will be comfortable as public speakers and conduct activities to facilitate enrollment in health coverage.

Qualifications:

- Seeking Certified IPC – or IPC with inactive license
- Bilingual (English and Spanish)
- Availability to work during non-traditional hours, including limited evening and weekend hours, and throughout the different seasons under Chicago weather conditions.

Main responsibilities of IPC include to:

- Maintain expertise in eligibility and enrollment regulations and protocols, as well as IPC program requirements.
- Comply with the weekly metrics requirement, including engaging in tasks that will lead to reaching the weekly requirements.
- Comply with the weekly metrics submission processes.
- Conduct public education activities to raise awareness about Get Covered Illinois and the services of the IPCs.
- Conduct outreach activities in areas of need to advertise the ACA program and its services throughout the city of Chicago.
- Provide information and services in a fair, accurate and impartial manner, which includes providing information that assists consumers with submitting the eligibility application; clarifying the distinctions among health coverage options and helping consumers make informed decisions during the health coverage selection process.
- As appropriate, facilitate selection of a qualified health plan under the Marketplace or public insurance plan.
- Provide referrals to the Illinois Department of Insurance, or any other appropriate State agencies, for any enrollee with a grievance, complaint, or question regarding their health plan, coverage, or a determination under such plan or coverage.
- Provide information in a manner that is culturally and linguistically appropriate to the needs of the population being served by Get Covered Illinois at no cost to those individuals, including individuals with limited English proficiency, and ensure accessibility and usability of IPC tools and functions for individuals with disabilities in accordance with the Americans with Disabilities Act and section 504 of the Rehabilitation Act.
- Other activities as required by the ACA program and/or the Puerto Rican Cultural Center.

Preferred: This is a full-time, temporary position with a start date of November 2014 an end date of June 15th (2015).

Send cover letter and resume via email to mayrae@prcc-chgo.org.