



Job Posting: **MassHealth Counselor**

The CONNECT Program at The Neighborhood Developers seeks a professional who speaks Spanish and English to help Chelsea residents retain MassHealth benefit coverage, in the aftermath of the end of the COVID-19 federal public health emergency (PHE).

This is a one-year position.

Background: Massachusetts requires all MassHealth members to renew their MassHealth insurance coverage each year. During the PHE, MassHealth temporarily maintained coverage for all members, even if they did not take action to renew. We estimate that approximately 16,000 Chelsea residents will need to take action to renew and retain their coverage after the end of the PHE. Unlocking benefits is key to the stability of residents, MassHealth insurance coverage also qualifies households for a range of public benefits. As such, the end of the PHE could result in the widespread loss of health insurance, compounded by the loss of other public benefits tied to MassHealth enrollment. Due to multiple systemic barriers that limit equitable access to government processes, dedicated navigational assistance is essential to ensuring

residents retain coverage, which is vital to their health, stability, and welfare.

CONNECT promotes the financial stability and mobility of residents of Chelsea, Revere, and Everett in close collaboration with partner organizations by providing holistic services. CONNECT's formal partners are Metro Housing|Boston, Bunker Hill Community College, Metro Credit Union, and MassHire, and we also work extensively with other organizations including La Colaborativa, Women Encouraging Empowerment, Revere Community Schools, and the local municipalities.

CONNECT is a program of TND, a non-profit community development corporation with a mission to create strong neighborhoods enabling community members to secure a stable home, achieve economic mobility, and determine their own future. The organization builds affordable homes, supports households to achieve greater financial mobility, and organizes community leaders on issues related to neighborhood conditions as well as social and economic justice. TND's headquarters is in Chelsea where it has operated since 1978. The organization expanded into Revere in 2010 and began offering some of its services in Everett in 2018. For more information see www.theneighborhooddevelopers.org.

Duties:

In coordination with the citywide community enrollment strategy, collaborate with local community partners and conduct outreach –

including in-person – to identify Chelsea residents who are eligible for and at risk of losing MassHealth benefits;

Maintain an accurate understanding of MassHealth renewal guidelines and processes, as well as of specific accessibility barriers faced by residents;

Attend meetings with local and regional partners to remain informed about changes to the MassHealth renewal process, local and regional outreach efforts, and other relevant program and policy developments;

Participate in trainings and undergo certifications, related to supporting MassHealth members with retaining coverage. On an ongoing basis, complete all responsibilities and retain good standing for completed certifications;

Respond to resident and partner inquiries about the MassHealth renewal process and provide accurate, culturally relevant, and accessible information to support eligible residents in maintaining coverage;

Field incoming calls, in-person inquiries, and referrals related to residents seeking assistance with the renewal process. Triage and prioritize incoming applicants, in accordance with program policies, to ensure residents at greatest risk of imminent loss of benefits are prioritized;

Participate in and support in-person community resource events throughout the community. In coordination with the citywide community enrollment strategy, travel to community locations – such as senior centers, health centers and Chelsea City Hall - and work with residents on-site to complete applications;

Support Chelsea residents with completing and submitting MassHealth renewals, including helping them gather all necessary documentation and complete accompanying paperwork;

Make appropriate referrals for those ineligible to MassHealth;

As authorized by residents, interface with external parties to obtain supporting documentation necessary for a complete application or renewal package;

Monitor enrollment and renewal statuses and follow-up, as necessary, to ensure that clients' application and renewal are fully processed;

While maintaining a collaborative, client-centered approach to service delivery, work with residents, government agencies and other partners to resolve issues that arise in the renewal process, with the goal of ensuring eligible residents retain coverage;

Based upon resident goals and needs, make referrals, as needed, to other CONNECT services and to external services; and

Collect, manage, and report data on applications, intake, outcomes, and referrals, including, but not limited to, the number of clients served;

Other duties as assigned.

Required qualifications:

Proficiency in both English and Spanish absolutely critical;

Demonstrated commitment to prioritizing the well-being of clients throughout service delivery and to advocating for equitable access to public resources for low-income clients, regardless of immigration status;

Excellent communication skills;

Ability to interact positively and effectively with a variety of people from different backgrounds including race, ethnicity, gender, sexual orientation, and socioeconomic status;

Detail-oriented, well-organized, and able to work independently

Resourceful and with a strong determination to get results for clients;

Commitment to the mission of The Neighborhood Developers and CONNECT and to social, economic, and racial justice; and

Strong computer skills with Microsoft Office suite and with Salesforce or other databases.

Desired qualifications:

Understanding of MassHealth care

Experience with public benefit programs, including application, intake, and determination of eligibility processes

Familiarity with Chelsea

Experience working with low income clients

Experience working with partner organizations

This is a hybrid position with some work from home permitted but in-office or other in-person work required at least half the time.