



HEALTH CARE FOR ALL

POSITION ANNOUNCEMENT: BILINGUAL ENGLISH/PORTUGUESE OUTREACH COORDINATOR

THE ORGANIZATION

Founded in 1985, Health Care For All (HCFA) is one of the most important state-based consumer health advocacy organizations in the country. Our mission is to promote health justice in Massachusetts by working to reduce disparities and ensure coverage and access for all.

HCFA works to expand health care access, improve quality, and control costs in Massachusetts through its sponsorship of numerous policy advocacy coalitions. These coalitions bring together a wide variety of organizations to work in concert to make health care changes. By uniting diverse constituencies, HCFA is able to magnify its policy reach on many fronts. HCFA also helps thousands of individuals and families enroll in and renew their health coverage each year through our consumer assistance HelpLine. We use the health care access barriers that HelpLine callers report to inform our state-level health advocacy agenda.

The organization's achievements include leading four waves of broad Massachusetts health reform, including legislation in 2006 that was the precursor for the Affordable Care Act (ACA). The latest legislation in 2012 resulted in the nation's first comprehensive law aimed at controlling health care cost growth through adoption of alternative payment methodologies, care coordination, and investments in technology, wellness and prevention. Today, access to health care for the people of Massachusetts is under attack as the Federal Administration leads attempts to decimate the ACA, Medicaid and other health benefits. Health Care For All is, once again, leading the campaigns necessary to defend the progress we have made in health care access, quality and affordability.

For more information, please visit www.hcfama.org.

LOCATION

HCFA's office is centrally located in downtown Boston. This position will include daily and/or weekly travel outside of the office to surrounding communities and towns depending on the relevant work.

THE OPPORTUNITY

HCFA is seeking a "Bilingual English/Portuguese Outreach Coordinator" to support organizational efforts aimed at educating consumers across the state about the health care options available to them through the Massachusetts Health Connector, MassHealth and other public programs. The position will also work to strengthen and increase partnerships with community-based organizations throughout the state who serve immigrants, underserved groups and underrepresented populations. The Outreach Coordinator often serves as the face of the organization while attending health fairs, community events and other consumer-focused meetings on behalf of HCFA.

The work of the Outreach Coordinator combines direct service, advocacy, policy and public education to make the health care system more responsive to consumers. This is a full-time position that has the flexibility to be part-time.

The Outreach Coordinator reports to the Director of Strategy and Communications and works closely with the Director of the HelpLine, as well as the other HelpLine staff members. HCFA's direct service program, the Consumer Assistance HelpLine (the HelpLine), is a telephone, voicemail, and email service available Monday through Friday to any resident seeking to enroll in or troubleshoot issues with health coverage. HCFA's HelpLine counselors provide

services in Portuguese, Spanish and English and counselors take an average of 20,000 calls per year; half of which come from clients who speak a language other than English.

COMPETENCIES

- Commitment to social justice and experience in social change activism such as outreach work, community organizing, working with coalitions, and/or policy/political advocacy;
- Well organized and able to manage multiple priorities with poise and professionalism;
- Ability to write and converse proficiently in English and Portuguese; knowledge of and/or ability to translate into Spanish and/or other languages is highly preferred;
- Familiarity with public health insurance programs, policy and the health care environment in Massachusetts is a plus, but not required;
- 3+ years of health care or community outreach and/or organizing experience required;
- Excellent written and oral communication skills, including the ability to convey complex information in a clear, culturally competent and understandable manner;
- Strong public speaking skills, both in front of large groups and on an individual basis;
- Ability to work independently and in a team environment;
- Demonstrated ability to recruit and mobilize a group of people;
- Ability to work well with diverse groups, particularly direct experience with low-income and immigrant populations;
- Ability and willingness to travel and work flexible hours including nights and weekends;
- Must have driver's license and reliable transportation.

RESPONSIBILITIES

- Implement outreach and organizing activities by attending and/or participating in community fairs and events on behalf of HCFA;
- Serve as an organizational contact with state agencies and representatives on outreach, consumer engagement and community-based issues;
- Coordinate outreach and enrollment initiatives alongside the HelpLine and other HCFA teams, as needed;
- Contribute to the completion of reports, as-needed;
- Represent HCFA at various coalition and network meetings throughout the state;
- Foster HCFA's engagement with volunteers and consumer network;
- Help implement a system to engage and mobilize consumers who call HCFA's HelpLine or participate in other activities and events coordinated by HCFA;
- Help implement educational campaigns on health care access for immigrant communities;
- Assist in story collection activities in collaboration with HCFA's HelpLine and the organizing team;
- Other duties as assigned.

BENEFITS

- Generous paid time off policy
- Robust benefits package
- Convenient downtown Boston location

Applicants should submit a resume and cover letter summarizing their interest in and qualifications for the position to: jobs@hcfama.org. Please put "Outreach Coordinator" in the subject line.

Health Care For All is an equal opportunity employer with a demonstrated commitment to hiring individuals who reflect the diversity of the communities they serve. Persons of color, persons with multilingual abilities, women, and people with disabilities are encouraged to apply. www.hcfama.org