



Volunteer/Internship Position Description

Title: **OHP Enrollment Assistant**
Department: NUNM Health Centers
Reports To: Community Engagement & Patient Services Manager

SUMMARY

The National University of Natural Medicine Health Centers provide accessible natural health care to medically underserved people of the greater Portland Metropolitan area. We give high quality clinical training to our students while we educate, treat, and empower patients to lead healthier lives. As an OHP Enrollment Assistant, you will gain insight into health insurance systems through assisting prospective Oregon Health Plan eligible patients with Medicaid enrollment, explaining OHP covered NUNM services, and empowering patients through education on insurance utilization.

TASKS AND RESPONSIBILITIES

- Attend all required trainings (*see below*)
 - Maintain strict confidentiality and abide by the NUNM Confidentiality Policies and Procedures
 - Serve as a representative of the NUNM community; maintain a warm and welcoming demeanor
 - Contact established and prospective patients via phone, email, and in person at NUNM Health Center sites
 - Educate community members on Oregon Health plan eligibility as well as the services available at NUNM Health Centers and assist them through the application/renewal process
 - Refer individuals to community resources as needed
 - Correctly document encounters with NUNM Health Centers patients and other community members
 - Practice humbleness in working with communities that you do not identify with
 - Continuously be open to learning about how to best serve marginalized communities
 - Attend routine check-ins with your supervisor
 - Complete an exit interview upon completion or termination of volunteer term
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QUALIFICATIONS

- Have a personal commitment to health equity
- Have reliable transportation to service sites and campus; travel and parking costs are not reimbursable
- Previous experience in customer service preferred
- Proficiency in using computers and electronic applications
- Ability to read and comprehend instructions, short correspondence, and memos
- Complete patient transactions accurately in a timely manner
- Ability to provide clear and concise information and respond to all requests within a timely manner
- Ability to do basic mathematics (addition, subtraction)
- *Spanish language skills and knowledge of Latinx culture are very helpful, but not required*

TIME REQUIRED

- A commitment to maintain a regular volunteer schedule of 3 hours per week for a period of 9 months; complete 100 hours of volunteer time (including trainings)
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TRAINING PROVIDED

- NUNM New Hire Orientation
 - Oregon Health Plan Application Assister & Oregon Health Insurance Marketplace
 - Introduction to Natural Medicine and Classical Chinese Medicine
 - Patient Services & Best Practices
 - Billing & Insurance, Medicaid, and Compassionate Care Programs
 - Trauma Informed Care
 - HIPAA
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WORK ENVIRONMENT

- A balance of professionalism, cultural humility, and warmth
 - Appropriate dress and attire; business casual, closed toed shoes
 - Scent-free work spaces
 - All work spaces are ADA accessible
 - This position requires occasional lifting of supply bags and tote bins which can weigh up to 15 pounds
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BENEFITS

- Possible internship credit
 - Free NUNM scheduled Community Health Center office visits
 - NUNM Lair Hill Medicinary discount
 - Access to a variety of NUNM events and community classes
 - Ongoing professional training opportunities
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ADDITIONAL REQUIREMENTS

- Must consent to and complete a criminal background check
 - Must attend all required trainings (*see above*)
 - Must consent to and complete a free TB screening at the NUNM Lair Hill Health Center
 - Must be at least 18 years of age
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TO APPLY / CONTACT PERSON

To apply for this opportunity, please submit the **volunteer application**, a current **resume**, and a **brief expression of interest** to Community Engagement & Patient Services Manager, **Ada Catanzarite**, at acatanzarite@nunm.edu. Additional information and applications can be obtained online at <https://nunmhealthcenters.com/volunteer-openings/>. Applications are accepted on a rolling basis.