



**TITLE:** Enrollment Specialist  
**JOB FUNCTION:** Marketing

**UPDATED:** 6/5/15  
**FLSA STATUS:** Exempt

**GENERAL SUMMARY:**

Functions as an integral part of an enrollment team to prioritize, organize, and adapt the PACE enrollment process to meet potential participants' individualized needs and to ensure census goals are achieved. Works as the executive liaison between prospective participants/caregivers, the PACE enrollment team, the PACE interdisciplinary Team/s (IDT) and referral sources/other community providers to ensure efficient/timely coordination of entire enrollment process.

**ESSENTIAL RESPONSIBILITIES**

*Enrollment Team Responsibilities*

- Conducts initial appointments to explain the PACE model to prospective enrollees and their caregivers
- Ensures potential participants meet eligibility criteria in accordance with PACE enrollment regulations
- Uses a strength based approach to evaluate current needs and health status of potential participants
- Proactively communicates with the enrollment team, IDT and other pertinent parties regarding current enrollment status and progress of prospective participants
- Collaborates with other departments to ensure necessary financial documents are obtained from the prospective participants for submission
- Participates in weekly Enrollment Team meetings to strategize and provide insights, advice, support regarding challenging referrals or other barriers/conflict that may arise
- Facilitates prospective potentials visits/tours of the PACE Health Centers and coordinates pertinent meetings with IDT members
- Manages and completes enrollment process by ensuring new enrollees are appropriately oriented to their PACE sites and their documents are signed and submitted appropriately
- Provides follow-up to referral sources regarding the status of referred prospective participants
- Compiles and maintains accurate data on new referrals and prospective participants in the CRM software

*Community Outreach Responsibilities*

- Develops and maintains collaborative relationships with other health and human services agencies and community providers to enhance consumer access to resources. Communicates regularly with referral sources to foster confidence in the enrollment process of PACE at Element Care in order to optimize the flow of new referrals
- Exercises significant independent judgment to determine best method for accomplishing work and achieving objectives.

**JOB SPECIFICATIONS**

- Associates required, Bachelor's Degree in social work, sociology, psychology, business, public health, or a related field preferred
- Minimum one (1) year exp. working with seniors and their caregivers in a healthcare and/or mental health setting
- Advanced computer skills, including Microsoft Office and Customer Relationship Management software
- Ability to communicate effectively and build trust with licensed medical personnel
- Ability to appropriately respond to complex clinical situations in a variety of settings
- Strong knowledge of medical terminology and medical/psychiatric diagnoses
- Experience working competently and comfortably with individuals from diverse socio-cultural backgrounds
- Ability to assess conflicts from multiple perspectives in order to find a win-win resolution for all parties
- Skilled at customer relations and setting priorities in a challenging multi-tasking environment