Position Opening

POSITION: MSSP Enrollment Specialist
STATUS: Full-time / Benefitted / Hourly / Non-exempt
COMPENSATION: $18.50 - $19.00 per hour
DEPARTMENT: Passages
LOCATION: Passages office; Chico, CA
RECRUITMENT ID: 118

RESIDENCY: Candidate must be a California resident. Chico State Enterprises is not a sponsoring agency for staff and management positions (i.e. H-1B Visas).

ESSENTIAL JOB FUNCTIONS: Assist Care Management Staff in the general operations of the department and to screen and enroll clients onto the Multipurpose Senior Services Program (MSSP).

- Answering the phone and assisting callers with their needs.
- Thinning client charts, terming charts, creating binders.
- Sending correspondence and surveys to clients.
- Requesting Medical Records.
- Receiving and screening referrals to MSSP and verifying potential clients are eligible for the services requested.
- Ascertaining Medi-Cal eligibility of MSSP clients using Medi-Cal database and resolving eligibility problems, when they occur.
- Performing assessments for enrollment at client’s home or over the phone, and documenting client’s activities of daily living and challenges to independent living.
- Inputting a variety of client data into database.
- Managing the wait list for MSSP, including periodic client contact, and providing appropriate information and referral to clients while they are on the wait list.
- Helping with required periodic contacts to clients, at supervisor’s request.
- Responding in the absence of care managers to urgent client requests/situations;
- Delivering purchased items to clients as requested.

EMPLOYMENT STANDARDS:

Education and Experience:
- Bachelor’s Degree or two years of experience working with older adults desirable, buy not required.
- Education in Social Work or other discipline with the desire to learn about and serve older adults in a social service setting.

Knowledge, Skills, & Abilities:
- Possession of computer skills, particularly with database and word processing software.
- Ability to function as a member of the care coordination team.
- Bilingual Spanish/ English skills highly desirable, but not required.
• Comfortable making home visits in Butte, Glenn, and Tehama counties using company vehicle.
• Ability to navigate potential hazards in the home environment such as: smells, animals, or difficult family members.
• Knowledge of community services and government benefits.
• Possession of good written and verbal communication skills.
• Possess the ability to relate to older adults, demonstrating sensitivity, active listening, and a respect for self-determination.
• Ability to analyze problems, present options, and advocate for clients.

COMPLIANCE REQUIREMENTS:
• Candidate must be in possession of valid driver's license and automobile liability insurance. Participation in the DMV Employer Pull Notice Program (driving record) is required. The candidate will be required to update their insurance with Chico State Enterprises Human Resources when necessary.
• Satisfactory completion of a background check (including a criminal records check) is required for employment. Chico State Enterprises will make a conditional offer of employment, which may be rescinded if the background check reveals disqualifying information, and/or it is discovered that the candidate knowingly withheld or falsified information. Failure to satisfactorily complete the background check may affect the continued employment of a current Chico State Enterprises employee who was conditionally offered the position.

BENEFITS:
Benefits for employees working 30 hours or more per week include employer paid life insurance ($50,000) and long-term disability; options for health, dental, and vision insurance; FSA; 14 paid holidays including 1 personal holiday; vacation accrual (initially 10 days/year); sick leave (up to 12 days/year); employer contributions to your 403(b) retirement plan (up to 8%).

HOW TO APPLY:
To be considered, submit the following documents by April 4th, 2024. Documents submitted after this date may not be considered.
• Resume
• Cover Letter
• Three Professional References

BY DROP BOX: https://csuchico.app.box.com/f/3367288f00f3434a963e1192888b9538
BY EMAIL: csejobs@csuchico.edu

Paper applications will not be accepted; however, Chico State Enterprises is an Equal Opportunity Employer and is happy to provide reasonable accommodations to applicants at any step of the application process. If you need assistance in this regard, or are having technical difficulties, please contact the Human Resources office at 530-898-6811 or csejobs@csuchico.edu prior to 5:00 pm on the document deadline date. The employer is Chico State Enterprises, a non-profit corporation serving as an auxiliary organization of California State University, Chico. Employment is considered to be at-will.
AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER:
Chico State Enterprises is an Equal Opportunity Employer and does not discriminate against persons on the basis of race, religion, color ancestry, age, disability, genetic information, gender, gender identity, gender expression, marital status, medical condition, National origin, sex, sexual orientation, covered veteran status, or any other protected status. It is the Enterprises’ policy to hire only United States citizens and aliens lawfully authorized to work in the United States. All new employees must provide proof of identity and authorization to work.