



5535 Albemarle Rd, Charlotte, NC 28212  
Telephone: (704) 376-1600 † Fax: (704) 376-8627

**POSITION NOTICE**  
**Full Time**  
**Medicaid Ombudsman**  
***Family Support and Health Care Program***

Posted May 2022: Open Until Filled

Charlotte Center for Legal Advocacy, non-profit agency that provides legal assistance in civil matters to low-income persons in Charlotte and Western North Carolina, seeks an Ombudsman for the NC Medicaid Ombudsman program, working closely with the Advocacy Center's *Family Support and Health Care Program*. Spanish language proficiency is strongly preferred. The position is available immediately. More information about the Advocacy Center can be found on its web page, [www.charlottelegaladvocacy.org](http://www.charlottelegaladvocacy.org).

**This staff member will:**

- Assist low-income families by telephone and online to access and use health care coverage under Medicaid and in resolving disputes with Medicaid health insurance plans;
- Assist with outreach to educate families of available coverage choices and their rights under Medicaid managed care.
- Provide referrals to appropriate agencies for applicants and enrollees with grievances, complaints, questions, or need for other social services.
- Provide all information and services in a manner that is culturally and linguistically appropriate and ensure accessibility for individuals with disabilities.
- Work with English and Spanish language media (including print, radio, and television) to share information on the NC Medicaid Ombudsman program.

**Qualifications**

- Two-year or four-year college degree or equivalent training or experience;
- Paralegal, legal assistant, or social work training or experience preferred;
- Spanish language proficiency strongly preferred;
- Experience working with low-income communities preferably at a non-profit or community-based organization within a multi-ethnic/multi-cultural environment preferred;
- Experience with public benefits eligibility and/or work experience as a health insurance service representative preferred;
- Proficiency in MS Office, including Word, Excel, Power Point and Adobe PDF professional;
- Ability to work independently and in a team environment; and
- Ability to effectively collaborate with co-workers and clients in virtual, face to face and meeting settings.

## **General Requirements**

- Be free from conflicts of interests, including payments and incentives from health insurance industry;
- Possess socio-economic and cultural sensitivity and ability to communicate with persons in crisis or under stress; and
- Ability to multi-task and interact well with professionals, clients, and others.

## **Start Date**

Position available beginning June 1, 2022.

## **Classification**

This is a full-time salary non-exempt position. Charlotte Center for Legal Advocacy offers a generous leave and benefits package and a flexible hybrid work schedule. Full time, annual salary \$37,000+ (depending on experience).

## **To Apply send all of the following:**

- (1) a detailed letter explaining your qualifications for and interest in this specific position and organization, describe qualifications for this program, experience with low-income individuals, Spanish language proficiency, full or part-time interest and availability, and other relevant information;
- (2) a resume;
- (3) a writing sample; and
- (4) names and telephone numbers of three references to: Administrative Manager, Charlotte Center for Legal Advocacy, by email to [careers@charlottelegaladvocacy.org](mailto:careers@charlottelegaladvocacy.org) or by mail to P. O. Box 25558 Charlotte, NC 28229, email is preferred. Form letters and inquiries not containing this information will not be considered. If you need accommodations for the application process or any aspect of this position, please contact [careers@charlottelegaladvocacy.org](mailto:careers@charlottelegaladvocacy.org) or NyJhera Evans at (980)-202-7316.

***Charlotte Center for Legal Advocacy is an equal opportunity employer.  
Veterans, women, minorities, and disabled persons are encouraged to apply.***

# Family Support and Health Care Program



**MISSION.** The mission of the Charlotte Center for Legal Advocacy Family Support and Health Care Program is to ensure that low-income children, the elderly, disabled persons, veterans, immigrants, and their families have access to health care and public services.

**CASE TYPES.** The major problems or issues addressed by this program are access to:

- Medicaid
- Medicare
- Children's Health Insurance Program
- Food Stamps
- Supplemental Security Income
- Social Security
- VA Disability Compensation and Pension
- Child support enforcement services
- Military Discharge Upgrades
- Childcare subsidies
- Work First Family Assistance
- Emergency assistance
- Mental health services
- Benefit diversion
- Quality nursing and rest home care
- Employment supportive services

**GOALS AND OBJECTIVES.** This program focuses on the following issues:

- 1) Access to quality health care for children and their parents in low and moderate-income families through Medicaid, the Children's Health Insurance Program, and ACA health insurance coverage.
- 2) Improving health care and income support for veterans, individuals with disabilities, and seniors, with a focus on issues involving Social Security, SSI, Medicaid, Medicare, VA benefits, and on improving behavioral health services, care in nursing and rest homes, access to community-based care, services to the HIV-positive population, and managed care.
- 3) Addressing the racial and ethnic biases of public agency policies and practices, including addressing language barriers and other barriers which disproportionately affect people of color.
- 4) Assisting low-income families and individuals in obtaining other public assistance and services they need, including SNAP, TANF, child support enforcement, child care assistance, and other services.

Program representation is designed both to obtain specific relief for the individuals and families who contact the program for assistance, and also to utilize systemic advocacy strategies to change the rules, procedures, and practices of federal and state agencies to ensure access to health care and public services for all affected persons. Measured outcomes will show the number of persons assisted and the dollar value of benefits or services obtained.