



## POSITION NOTICE

### **Bilingual Medicaid Ombudsman Family Support and Health Care Program**

Charlotte Center for Legal Advocacy, non-profit agency that provides legal assistance in civil matters to low-income person 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. More information about the Advocacy Center can be found on its website, [www.charlottelegaladvocacy.org](http://www.charlottelegaladvocacy.org)

#### **Responsibilities**

- 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 is required**
- 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
- Ability to effectively collaborate with co-workers and clients in virtual and in-person meetings

### **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
- Ability to multi-task and interact well with colleagues, clients, and others.

### **Physical Requirements**

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift 15 pounds at times.
- Must be able to access and navigate each department at the organization's facilities.

### **Classification**

This is a full-time, salary, non-exempt position with the starting salary scale beginning at \$38,350 and adjusted for experience.

Charlotte Center for Legal Advocacy offers a generous leave and benefits package, including medical, dental, and vision coverage at 100% for employees, 22 paid days of General Leave, 12 paid holidays, and 100% employer-paid professional liability.

### **To Apply**

Please send a resume and cover letter to [careers@charlottelegaladvocacy.org](mailto:careers@charlottelegaladvocacy.org) and include the position for which you are applying in the subject line of your email.

*Charlotte Center for Legal Advocacy provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.*