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Administrative Support Specialist Family Support and Health Care Program March 2023

Charlotte Center for Legal Advocacy, non-profit provider of civil legal assistance to low-income persons in Charlotte region, seeks a full-time Administrative Support Specialist to support its Family Support and Health Care Program, including its Legal Work, Outreach, Health Care Navigator Project, and N.C. Medicaid Ombudsman Program.

FSHCP Administrative Support Specialist will:

- Create and modify documents in Excel, Word and other software.
- Request and review medical records.
- Perform general office tasks including copying, scanning, data entry, sorting mail, etc.
- Assist attorneys and paralegals with correspondence and maintaining case files.
- Run weekly reports for program managers.
- Other tasks as assigned.

Qualifications

- Two-year or four-year college degree, undergraduates working towards completion of such degrees, or equivalent training or experience.
- 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 in the health care industry preferred.
- Proficiency in MS Office, including Word, Excel, Power Point and Adobe PDF professional.
- Ability to multi-task, and work both independently and in a team environment.
- Ability to effectively collaborate with co-workers and clients in virtual and in-person settings.
- Able to work nights and/or weekends as needed.
- Possess socio-economic and cultural sensitivity and ability to communicate with persons in crisis or under stress.
- Spanish proficiency is preferred.

Classification

This is a full-time salary non-exempt position. Full time, annual salary scale beginning at \$35,000 and may be 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 and include the position for which you are applying in the subject line of your email.

Charlotte Center for Legal Advocacy (Advocacy Center) is committed to the full inclusion of all qualified individuals. As part of this commitment, it is the policy of the Advocacy Center to provide reasonable accommodation when requested by a qualified applicant or employee with a disability, unless such accommodation would cause an undue hardship. The policy regarding requests for reasonable accommodation applies to all aspects of employment, including the application process. If reasonable accommodation is needed, please contact Kirsten Morris at kirsten.morris@charlottelegaladvocacy.org.

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.

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, childcare 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.