



## Volunteer Position Description

Title: **OHP Enrollment Assistant**  
Department: Community Health Centers  
Reports To: Community Health Centers Assistant Manager

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### SUMMARY

The National University of Natural Medicine Community Health Centers provide accessible natural health care to medically underserved people of the greater Portland Metropolitan area. We give high quality clinical training to our students while we educate, treat, and empower patients to lead healthier lives. As an OHP Enrollment Assistant, you will gain first-hand experience by assisting Oregon Health Plan eligible patients with Medicaid enrollment, explaining OHP covered NUNM services, and empowering patients through education on insurance services.

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### TASKS AND RESPONSIBILITIES

- Attend all required trainings (new hire orientation, EPIC training, outreach training, HIPAA, billing & insurance, trauma informed care)
  - Maintain strict confidentiality and abide by the NUNM Confidentiality Policies and Procedures
  - Serve as a representative of the NUNM community; maintain a warm and welcoming demeanor
  - Contact established and prospective patients via phone and outreach collateral
  - Educate community members on Oregon Health plan eligibility as well as the services available at our health centers
  - Refer individuals to community resources as needed
  - Document encounters with patients correctly
  - Practice humbleness in working with communities that you do not identify with
  - Continuously be open to learning about how to work with marginalized communities
  - Assist in creating a table displays and handing out NUNM collateral
  - Attend occasional check-ins with Assistant Manager
  - Complete an Exit Interview
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### QUALIFICATIONS

- Have a personal commitment to health equity
- Have reliable transportation to service sites and campus; travel and parking costs are not reimbursable
- Previous experience in customer service preferred
- Proficiency in using computers and electronic applications
- Knowledge of Spanish language and Latinx culture is desired, but not required
- Ability to read and comprehend instructions, short correspondence, and memos
- Complete patient transactions accurately in a timely manner
- Ability to provide clear and concise information and respond to all requests within a timely manner
- Ability to do mathematics (addition, subtraction)

## TIME REQUIRED

- A commitment to maintain a regular volunteer schedule of 2.5 hours per week for a period of 9 months; complete 100 hours of volunteer time (including trainings)
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## TRAINING PROVIDED

- NUNM New Hire Orientation
  - Oregon Health Plan Application Assister
  - Introduction to Natural Medicine and Classical Chinese Medicine
  - Billing & Insurance, Medicaid, and Compassionate Care Programs
  - Trauma Informed Care
  - HIPAA
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## WORK ENVIRONMENT

- Professionalism is required
  - Appropriate dress and attire; business casual
  - Scent-free work spaces
  - Accommodations may be made upon request
  - All work spaces are ADA accessible
  - This position requires occasional lifting of supply bags and tote bins which can weigh up to 15 pounds
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## BENEFITS

- Possible internship credit
  - Free NUNM scheduled Community Health Center office visits
  - NUNM Lair Hill Medicinary discount
  - Access to a variety of NUNM events and community classes
  - Ongoing professional training opportunities
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## ADDITIONAL REQUIREMENTS

- Must pass a criminal background check
  - Must attend all required trainings
  - Must consent to a free TB screening at NUNM
  - Must be at least 18 years of age
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## TO APPLY / CONTACT PERSON

To apply for this opportunity, please submit the **volunteer application**, a current **resume**, and a **brief expression of interest** to Community Health Centers Assistant Manager, **Ada Grey Catanzarite**, at [acatanzarite@nunm.edu](mailto:acatanzarite@nunm.edu). Additional information and applications can be obtained online at <https://nunmhealthcenters.com/volunteer-openings/>. Applications are accepted on a rolling basis.