Organization: Korean Community Services of Metropolitan New York, Inc.
Position Title: Healthcare Counselor
Job Type: Full-time
Department: Public Health & Research Center

About the Organization:
Founded in 1973, Korean Community Services of Metropolitan (KCS) is a 501(c)(3) nonprofit providing culturally appropriate programs that center the advancement of wellness and economic security of the Korean American and larger immigrant community. We are a multi-social service organization specializing in the areas of Aging, Education, Immigration, Mental Health, Public Health & Research, and Workforce Development. KCS has offices across New York and New Jersey - including our Headquarters in Queens, Mental Health Clinic, Corona Senior Center, Flushing Senior Center, and other satellite offices - that employ 44 full-time staff and 75 part-time staff.

About the Public Health & Research Center:
The Public Health & Research Center (PHRC) has been at the forefront of addressing the most pressing health needs and issues in our community. It strives to reduce health disparities and maximize positive health outcomes of New York and New Jersey residents through culturally competent services, educational outreach, and advocacy.

About the Position:
KCS is partnered with the Community Service Society as part of the Navigator Network that helps New Yorkers enroll in affordable, quality healthcare through the New York State of Health Marketplace. You will take on a vital role in advancing healthcare access in our community, particularly among the Korean population. As a Healthcare Counselor, you will provide clients with linguistically and culturally sensitive assistance with enrolling in health coverage and resolving medical billing and insurance issues. Appropriate training will be provided as needed.

Primary Responsibilities (include but are not limited to):
● Facilitate health care enrollment and provide case management
● Ensure that follow-up is completed to capture client referrals and outcomes
● Provide referrals to NY State health insurance or NJ Federal health insurance marketplace consumer assistance (or any other appropriate state agencies) for clients with grievances, complaints, or questions regarding their health plans
● Provide courteous, professional and confidential assistance to all clients seeking health benefits
● Provide information in a manner that is culturally and linguistically appropriate to clients' needs
● Raise awareness of the availability of public health plans through outreach activities in targeted neighborhoods
● Handle hospital and/or insurance companies’ letters on behalf of clients and being a strong advocate
● Complete required job related trainings and education sessions
Qualifications:

- Associate’s Degree in health or social services or related field required; Bachelor’s Degree preferred
- Fluency in English and conversational in Korean
- Excellent interpersonal and communications skills
- Excellent organizational skills and attention to detail
- Computer proficiency, including command of Word, Excel, PowerPoint, Internet; experience with database software a plus
- Must be willing to travel throughout NYC for meetings, outreach, and enrollment activities
- Flexibility to work evenings and weekends when necessary
- Demonstrated ability to work independently and in a team environment
- Experience working with nonprofit organizations, community groups and/or government programs strongly preferred
- Experience working in a data-driven environment and a proven track record of achieving performance targets preferred
- Knowledge of public health care options preferred

Compensation:
Competitive compensation commensurate with experience

To apply please send resume, cover letter, and references to skim@kcsny.org & gkim@kcsny.org