



JOB DESCRIPTION

JOB TITLE: Health Insurance Enrollment Specialist
DEPARTMENT: Massachusetts HIV Drug Assistance Program
BRIDGE Team (Benefits, Resources, Infectious Disease Guidance, & Engagement)
HOURS: 40 hours/week
DATE: August 2025

SUMMARY OF ORGANIZATION:

Since 1989, Community Resource Initiative (CRI), has sponsored community-based research on HIV/AIDS and other infectious diseases. In addition to the research program, CRI operates the Infectious Disease Drug Assistance Program (IDDAP) under contract with the Massachusetts Department of Public Health and the Boston Public Health Commission. This program, funded by both federal and state dollars, is one of the most comprehensive programs of its kind in the country, and provides access to HIV-related medications to under- or uninsured clients through the HIV Drug Assistance Program (HDAP). The Comprehensive Health Insurance Initiative (CHII) also provides health insurance for individuals with HIV/AIDS who are otherwise unable to access coverage. HDAP and CHII serve as key programs within the larger umbrella of IDDAP programs. Additional components include coverage of the costs of tuberculosis drugs (TB Drug Assistance Program); an HIV prevention program, the Pre-exposure Prophylaxis Drug Assistance Program (PrEPDAP); and the non-occupational Post-Exposure Program (nPEP), designed to prevent HIV transmission through timely access to medications following potential exposure to HIV.

JOB SUMMARY:

The Health Insurance Enrollment Specialist will assist our clients to enroll in and maintain health insurance coverage, as well as advise and train case managers and other staff about navigating insurance options available through the Massachusetts Health Connector and Medicare. Supporting clients to negotiate and access a confusing and complex health insurance system, this position makes a concrete difference in people's lives every day.

QUALIFICATIONS:

EDUCATION:

Bachelor's degree preferred; associate degree and/or equivalent work experience will be considered in lieu of education.

EXPERIENCE:

One-to-two years' experience in a non-profit organization, health policy/legal advocacy agency, or HIV-related agency preferred, as well as expertise in and knowledge of health insurance/health policy, including

MassHealth and Medicare. Prior experience with direct client service and health insurance navigation is preferred. Previous experience as a health insurance Navigator, Certified Application Counselor, or Medicare SHINE Counselor is strongly preferred.

SKILLS NEEDED/OTHER:

The ideal candidate will be an outgoing and self-motivated individual able to advocate for clients and help them through the insurance enrollment process with patience and enthusiasm; who will work effectively and collaboratively with contracted vendors and other service providers; and who is able to interact respectfully and professionally with people of diverse cultural and socio-economic backgrounds. We are looking for a detail-oriented quick learner and flexible team player with an interest in health care policy. Candidate must have excellent organizational, written communication, and presentation skills, as well as the ability to work with diverse clients, community providers, public health officials, and advocates. Professional telephone manner and computer/data entry skills required, along with demonstrated ability to work independently, accurately, and creatively in a fast-paced environment while handling multiple priorities. Public speaking experience preferred. People who are bilingual are encouraged to apply.

ACCOUNTABILITY:

This position reports to the Senior Manager BRIDGE/IDDAP; Outreach, Training, and Quality Strategist.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Provide guidance to case managers and clients about insurance eligibility and options, enrollment procedures, premium payment deadlines, and potential special enrollment periods.
- Communicate with and advocate for clients with various health insurance coverage, including MassHealth, the Massachusetts Health Connector, Medicare, and private insurance.
- Present information on health insurance and benefits programs to case managers, other providers, and consumer groups at HIV-related health care delivery sites and public meetings throughout Massachusetts. Staff CRI outreach table at community events.
- Serve as a resource to HDAP screening and enrollment staff, addressing insurance- and benefits-related inquiries and requests. Coordinate efforts with HDAP's Comprehensive Health Insurance Initiative (CHII) staff to facilitate program enrollment and retention.
- Stay up to date on changes in health insurance and benefits-related policies.
- Assist with other tasks and projects, as necessary and as directed by the Senior Manager BRIDGE/IDDAP and Senior Health Insurance Enrollment Specialists.

To apply, please email a cover letter and resume to George-Henry Hastie at jobs@crihealth.org.

Community Resource Initiative IS AN EQUAL OPPORTUNITY EMPLOYER: CRI is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, gender, religion, national origin, disability, veteran status, age, marital status, sexual orientation, gender identity, genetic information, or any other class protected by federal or state law (EEO/AA).