

Health Care Advocate

Job Description

Essential Functions

VLA Health Care Advocates are a small team of dedicated staff members who provide free legal help over the phone to thousands of Vermonters with questions or problems with health insurance or access to health care. The Health Care Advocates answer calls on a busy helpline and respond to online requests for assistance, working closely together to resolve problems and identify systemic health care issues.

Duties and Responsibilities

- Investigate and resolve questions and complaints from Vermonters regarding health insurance and health care
- Advise consumers about their legal rights and responsibilities
- Assist consumers with appeals
- Maintain a large caseload, while handling each case with care and attention
- Keep detailed case records, identifying the nature of the question presented and steps taken in response
- Collaborate with other advocates on casework and policy solutions
- Other duties as reasonably assigned by the Chief Health Care Advocate or HCA Hotline Supervisor

Qualifications

- Commitment to social justice and health care access
- Excellent writing, editing, and verbal communication skills
- Experience or commitment to working directly with people from diverse racial, ethnic, or socioeconomic backgrounds
- Ability to listen effectively and communicate complicated information in a clear way
- Capacity to work in teams and be flexible within a fast-paced and changing environment
- Ability to research and learn the structure and regulations of public and private health care systems
- Four years' professional work experience or bachelor's degree, or a comparable mix of education and experience

This is a non-exempt position and reports to the Chief Health Care Advocate.

Occasional in-state travel may be required.

Salary is set based on the Lay Advocate Salary Scale with credit for prior work experience approved by the Executive Director.