



Elder Benefits Specialist
General Job Description
Revised November 2018

Description

The Elder Benefits Specialist reports to the Executive Director/Deputy Director and is responsible for meeting with clients and managing portfolios of benefits. Position is 32 hrs. 4 days/wk. 8am-4:30pm and will work out of 2 different locations (2 days at Senior Connections and 2 days at the Aging & Disability Resource Center office).

Education/Experience

- Bachelor's or associate degree in health-related or human services field preferred and/or at least 1-year experience serving older adults or adults with disabilities.
- Must have previous experience working within strict deadlines and working with a team.
- Must have knowledge of Medical Assistance, Medicare, public and private health & disability insurance programs, prescription drug assistance, benefits counseling and legal issues.
- Must be comfortable meeting clients in their homes.
- Previous experience working with the elderly, and programs designed to help the elderly strongly preferred.

Skills

- Ability to manage a tight schedule and work within deadlines
- Knowledge of modern office practices, procedures and equipment.
- Ability to communicate effectively and clearly with clients and coworkers.
- Ability to perform assessments.
- Ability to prioritize and make decisions independently.
- Ability to perform other tasks for other departments as needed.
- Ability to maintain confidential and accurate paperwork.
- Ability to work in an office environment and in client homes.

Duties and Responsibilities

Listed below are examples of duties and areas of responsibilities for this position. The listing below does not include all responsibilities or challenges that present themselves in this position.

- Meet with clients to discuss needs, take notes during meetings, and maintain confidentiality.
- Consistently research and use data entry skills to maintain accurate records and stay up to date with current issues.

- Identify client needs, problems, and then work to establish solutions using resources available.
- Maintain a variety of complex records which may include case records, client statistics. Complete timely data entry into required databases; i.e. SAMS, SHIP, MIPPA. Prepare reports as required.
- Some overnight travel is required, must possess a valid driver's license.
- Knowledge of physical, psychological, social and economic needs of persons (age 60+) with physical and/or developmental disabilities or mental illness.
- Offer accurate and current information, advice and assistance to older individuals (age 60+) related to individual eligibility for, and for problems with, public benefits and services to health care, financing, insurance, housing and other legal and consumer concerns.
- Assist with other tasks as needed.