

**JOB TITLE: State Health Insurance Program/Senior Medicare Patrol (SHIP/SMP)**

**DEPARTMENT: Area Agency on Aging/Health and Human Services (AAA/HHS)**

**JOB SUMMARY:** Under the direct supervision of the Area Agency on Aging (AAA) Director, this position will be responsible for counseling to educate beneficiaries on their Medicare and Medicaid benefits and coordinate the SHIP and SMP program for the consumers of the four-county region.

**JOB DUTIES:** The following list is not exhaustive. Tasks will be varied and may be changed at the discretion of the Executive Director and AAA Director. They include but are not limited to the following:

- Provide one-on-one counseling on Medicare A, B, C, and D.
- Assist eligible participants in enrolling in eligible Medicare Part D plans and Medicare Savings Programs and other benefit savings programs.
- Promote access to service and receipt of benefits.
- Conduct, coordinate and initiate SHIP and SMP outreach events/presentations as required by the grant.
- Recruit stakeholders to maintain a viable volunteer base.
- Real time, same day, or next day data entry for service screening/intake/assessment, contact information, disseminations, etc.
- Provide screening and referrals for LIS, Insurance Counseling, MSP, and SMP.
- Maintain accurate and timely records in accordance with policies of the state office and the regional program.
- Prepare statistical and/or narrative reports in accordance with policies of the state office.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of local and state laws relating to senior legislation.
- Demonstrated ability to manage complex analytical tasks.
- Proficiency in Microsoft Office software programs.
- Strong oral and written skills are necessary to effectively communicate and match the needs of consumers with the appropriate services.
- Ability to be flexible and respond quickly and effectively to changing work assignments.
- Must possess good interviewing skills.

**EDUCATION AND EXPERIENCE REQUIRED:**

Bachelor's degree with a minimum of two years of experience in a related field that may include social work, public health, nursing or a related field; or equivalent combination of training and experience with demonstrated competence to fulfill duties assigned to this position. Must become SHIP certified within one year of hire.

\*\*This organization reserves the right to modify, interpret or apply this job description in any way the organization desires. This job description in no way implies that these are the only duties to be performed by the employee. This job description is not an employment contract, implied or otherwise. This employment relationship remains "At-Will". \*