

**POSITION:** Benefits Specialist

**CLASSIFICATION:** Full-time

**Reports to:** Chief Operating Officer

**FLSA:** Non-exempt

**POSITION SUMMARY:** Benefits Specialists provide assistance to clients in applying for a variety of programs. They help with applications, filing the property tax credit and finding programs that benefit the seniors that YAHR serves. This position functions under the general supervision of the Chief Operating Officer.

### **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:**

- **I & A and Benefits Counseling**
  - Provide assistance with the following: Property Tax Credit filings, LIHEAP applications, Medicaid and food stamp applications and Medicare Savings programs
  - Develop flyers, schedules and public service announcements for the above
  - Identify partners and locations to enable the lease restrictive access to service
  - Develop an inventory of current resources for the above services and a contact list
  - Complete individual files with notes and reports and submit to Program Specialist I for data entry
  - Provide I & A and Benefits Counseling to eligible clients
  - Assist with related grants (such as MIPPA, MO SMP, etc.) including training, assignments and reporting as assigned
  - Provide trainings related to I & A and Benefits Counseling services and activities as assigned
  - Provide outreach throughout the service delivery area
  - Identify resources available for older adults, people with disabilities, and caregivers within service area
  - Provide information to the community about programs and services available for older adults, people with disabilities and caregivers
  
- **Agency Expectations**
  - Follow all Agency and department procedures and reporting guidelines
  - Represent Young at Heart Resources in a positive manner with prospective, former, and current contractors, partners, employees, other organizations, clients, and the general public. Interact effectively with a diverse group of organizations, governmental representatives, communities, professionals, clients, and employees in a highly professional manner
  - Support and uphold the mission statement, principles, and policies of Young at Heart Resources

- Handle confidential information with tact discretion and in compliance with the applicable HIPPA regulations and requirements
- Other Duties
  - Assist with disasters per the Agency's disaster plan and as assigned
  - Internal control and monitoring functions as assigned
  - Perform other functions and duties as necessary or as assigned

**KNOWLEDGE REQUIRED:**

High School Diploma or GED, and some post high school education in a related field and/or comparable work experience

**SKILLS/QUALIFICATIONS/ABILITIES REQUIRED**

- ✓ Work well under stress
- ✓ Attention to detail and high level of accuracy
- ✓ Ability to maintain a high level of accuracy in preparing and entering information
- ✓ Professional verbal and written communication by phone, computer, face to face with contractors, other organizations, staff and service recipients
- ✓ Skill in the use of personal computers and related software applications
- ✓ Work independently within the scope of the Young at Heart Resources' policies
- ✓ Able to do moderate lifting, pushing, and pulling
- ✓ Ability to analyze and solve problems
- ✓ Strong interpersonal and communication skills
- ✓ Dependable vehicle for moderate travel
- ✓ Able to multitask a variety of assignments simultaneously
- ✓ General clerical duties to include but not limited to photocopying, faxing, mailing, and filing
- ✓ Dependable

**EMPLOYEE REVIEW:**

I have read the above and understand that it is intended to describe the general content of and requirements for performing this job. I also understand the expectations of a non-exempt employee and agree to abide by them. I have been given a copy of this description and understand that it is not an employment contract: the employment is at-will.

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Employee's Signature

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Date