



Job Description

POSITION TITLE: Program Specialist

REPORTS TO: Chief Operating Officer

STATUS: Full-Time, Non-Exempt

FUNCTION: Under the supervision of the COO, the Program Specialist has a diverse role that includes assisting people in a variety of ways who request services and assisting with processing and monitoring grants.

DUTIES AND RESPONSIBILITIES

- Keep Supervisor fully apprised of all matters relating to areas of responsibility, documenting activities as necessary.
- Participate in training and successfully obtaining and maintaining certifications related to Information and Assistance, Adult Protective Services, the Senior Health Insurance Program, and a variety of programs.
- Enter client and resource data into agency databases.
- Assist individuals with completing applications for Benefits Access, Medicare Savings Plan (MSP), Medicaid, Extra Help, etc.
- Maintain inventory of services for older adults, family caregivers, and persons with disabilities in the twelve-county planning and service area.
- Conduct Medicare counseling and enrollments. Complete required reports.
- Perform all duties in a timely and professional manner, ensuring confidentiality of information regarding programs and program participants. Attention to detail is a must.
- Relieve Receptionist as assigned and as needed.
- Travel, as necessary, to perform job functions.
- Perform other related duties as assigned.
- Comply with Agency's Affirmative Action Policy.
- Comply with policies and procedures described in the Agency's Employee Handbook.

EDUCATION AND EXPERIENCE

Bachelor's degree in human services or related field. Experience with providing services for older adults, caregivers, elder rights, and/or long-term care is preferred.



PREFERRED QUALIFICATIONS

- Team player.
- Ability to represent the Area Agency on Aging in a professional manner.
- Demonstrated ability to relate well and develop effective working relationships.
- Excellent customer service skills.
- Basic math skills.
- Good verbal and written communication skills.
- Familiarity with the Internet, databases, and data entry.
- Competence with MS Office software, including experience with using spreadsheets.
- Valid driver's license.
- Willingness and ability to travel and to work irregular hours occasionally.

BENEFITS

Health, Dental & Vision

401K

Life Insurance

Long /Short Term Disability

Paid vacation days (after probationary period)

Paid sick leave

3 personal days per year

Applicants should apply by sending a resume and letter of interest to Carolyn Austin, Chief Executive Officer, at caustin@agelinc.org