



Job Title: Program Assistant
Reports To: ADRC Coordinator
FLSA Status: Full Time, Exempt
Department: ADRC & SHIP
Location: Remote

Position Summary:

The Program Assistant, under the direction of the ADRC Coordinator assists older individuals, people living with disabilities and caregivers with information and referrals, especially with regard to long-term services and supports (LTSS). The Program Assistant also completes Universal Intake Forms which screen and help to assess individuals for public and other benefits. As part of his/her responsibilities, the Program Assistant maintains referral files, enters data, generates reports, and develops and grows a his/her knowledge of Medicaid Waiver programs and other programs for which job duties are performed.

The Program Assistant also supports the State Health Insurance Assistant Program or SHIP by providing unbiased help to Medicare beneficiaries, their families, and caregivers. The Program Assistant Program Assistant supports the SHIP Coordinator with data entry, clerical support, and mailings to clients.

Essential Duties and Responsibilities:

- Interview and screen individuals, in-person or by telephone, to determine needs and eligibility for benefits, services and programs, including Medicaid Waiver.
- Make referrals to appropriate programs and services as needed.
- Provide information to individuals, families or professionals seeking services/programs, data, and resources.
- Document communication accurately and timely in the appropriate reporting system.
- Disseminate relevant information, materials and applications as requested.
- Provide technical assistance on how to access benefits (completing applications).
- Make follow-up calls to determine client satisfaction and whether clients followed through on referrals.
- Continue to increase knowledge of Medicaid Waiver programs, public benefits, private resources, and long-term services and supports.
- Participate in various educational and/or training activities as required.
- Participate in health fairs and community education events.
- Enter monthly information data into SHIP database.
- Send necessary Medicare paperwork to clients.
- Follow-up with SHIP clients on Medicare comparison and assist with comparisons if needed.
- Assist SHIP Coordinator with educating target population and M4A staff about SHIP.
- Submit timesheets in a timely fashion, along with appropriate attachments and documents.
- Other duties as assigned.

Knowledge, Skills, and Abilities (**can be acquired on the job*)

- Knowledge of community resources and aging programs. *
- Customer service skills for clients, professional staff, and community representatives.

- Ability to de-escalate stressful situations, multi-task and manage projects.
- Display professional and friendly phone etiquette.
- Strong time management skills
- Ability to learn and use multi-phone systems.
- Maintain HIPAA Compliance with clients, professionals and in methods of communication.
- Excellent verbal and written communication skills.
- Work both independently and as a team player.
- Ability to gather reports and compile information accurately and meet deadlines.
- Ability to develop and manage multiple projects.

Education / Experience:

1. Possess a Bachelor of Arts (BA) or Bachelor of Science (BS) degree, preferably in human services related field, from an accredited college or university.
2. To perform this job successfully, an individual should have knowledge of word processing software, preferably Microsoft Word, and spreadsheet software, preferably Microsoft Excel, and be able to learn program software.
3. AIRS certification preferred and required after one year of employment.
4. Experience with public benefits and programs, assessments, or documentation preferred.

Essential Functions / Physical Requirements:

The requirements below are required with or without reasonable accommodations:

- Ability to tolerate walking, standing, crouching, reaching, and sitting throughout the day.
- Ability to meet the attendance requirements for the position.
- Ability to “drive” to locations necessary to fulfill responsibilities of the position.
- Ability to occasionally lift and/or move up to 10 pounds.

The statements contained above reflect general details as necessary to describe the essential functions of this job, the level of knowledge and skills required, but should not be considered an all-inclusive listing of work requirements. Please be advised that this document should not be construed, in any manner, as a contract of employment. Staff of M4A are “at-will” employees. I have read and understand the responsibilities and requirements of this position.