

Oak Park Township
JOB DESCRIPTION

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| CLASS. TITLE: | Older Adult Benefits Clerk | |
| DEPARTMENT: | Senior Services | FLSA: Non-Exempt |
| DIVISION: | Town | DATE: 09/20 |
| REPORTS TO: | Older Adult Benefits Specialist | |

Job Summary

The Older Adult Benefits Clerk serves as a support staff person for providing information, screening applicants for eligibility, and assisting older adults with applications under the Senior Health Assistance Program (SHAP).

Essential Job Functions

1. Promotes the rights of each older person; provides the client with full information regarding the services available; allows the client to voice a grievance without discrimination or reprisal, maintains confidentiality and respects client's property and right to privacy.
2. Performs research and provides information to seniors, their families or referral agencies through telephone contact, printed information, face-to-face contact and electronic means.
3. Acts as an advocate for seniors and their family members and other local residents to assist them in meeting their needs. Requests of a more intensive or long-term need will be referred to Options Counseling or to the Case Management Intake person as necessary.
4. Provides Senior Health Assistance Program (SHAP) assistance in accordance with the AgeOptions Service Definitions and Standards. Activities include providing information and conducting individual appointments to assess participant needs and complete applications to determine eligibility for appropriate programs including benefits access applications (BAA), Medicare Part D, Low Income Subsidy (LIS), Supplemental Nutrition Assistance Program (SNAP), Medicare Savings Program (MSP), and Medicaid.
5. Completes follow up to make sure applied for benefits are received.
6. Maintains records of transactions, compiles monthly statistics, and prepares necessary reporting on all activities to submit to Older Adult Benefits Specialist.
7. Attends meetings and various training seminars and conferences as required.
8. Performs other duties as assigned.

Material and Equipment

- Miscellaneous office equipment; i.e. – computer, fax, phone, copier, etc.

Minimum Qualifications

Education and Experience:

- Bachelor's degree in social work or other related field or Associate's degree with two (2) years of direct program experience and one year of working with older adults.

The qualifications listed above are guidelines. Other combinations of education and experience, which could provide the necessary knowledge, skills, and abilities to perform this job, may be considered.

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License(s) and Certification(s):

- Valid Illinois Driver's License and liability insurance

Knowledge, Skills, and Abilities

Knowledge of:

- Public benefit programs
- Programs and services available to older adults and those 18-59 with a disability
- Web based applications, basic database environments, applicant tracking systems, Windows 10 and Microsoft Office 365 applications.

Skill In:

- Excellent communication, active listening, and writing skills

Ability to:

- Determine eligibility for State and federal programs benefit programs
- Successfully complete applications for benefit enrollment
- Provide follow through and ensure benefits received
- Maintain professional composure when dealing with difficult clients

Physical Abilities:

- Sit, keyboard, read, write, hear and speak for extended periods.
- Lift up to 10 pounds.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties or roles performed by personnel so classified. It is as well intended to be compliant with the Americans with Disabilities Act.