



Senior Services Full-Time Older Adult Benefits Specialist

Do you have a Bachelor's degree in social work or an Associate's Degree in a related field and are looking for a position that qualifies for the Public Service Loan Forgiveness?

Do you have a passion to serve the community while assisting older adults to secure public benefits and improve their quality of life?

Are you looking to advocate for older adults and serve as a liaison with other organizations to ensure their needs are met?

If this role sounds like a fit, please read below.

Organization Overview: Our vision is to be a well-known and respected community partner and the leading provider of proactive, responsive, and relevant supportive services for all residents at every stage of life. The Senior Services department offers a broad continuum of supportive services in order to promote the independence of older adults in the communities of Oak Park and River Forest. For more information, visit <https://oakparktownship.org>.

Position Summary: The Older Adult Benefits Specialist serves as an integral member of the Aging & Disability Resource Center. They are responsible for providing information, screening applicants for eligibility, and assisting older adults with applications under the Senior Health Assistance Program (SHAP).

Responsibilities:

- Promote the rights of each older person; provide participants with full information regarding the services available; allow participants to voice grievances without discrimination or reprisal, maintain confidentiality, and respect participant's property and right to privacy.
- Perform research and provide information to seniors, their families or referral agencies through telephone contact, printed information, face-to-face contact and electronic means.
- Serve as an advocate for seniors and their family members and other local residents to assist them in meeting their needs. Refer requests of a more intensive or long-term need to Case Management Intake as necessary.
- Provide 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), Medicaid, and other additional programs.
- Complete follow up ensuring applications are processed appropriately & benefits are received.
- Act as liaison between client and other agencies to provide information, assistance, and advocacy.
- Maintain participant files, records of transactions, compiles statistics, and prepares necessary reporting on all activities to submit to Older Adult Benefits Administrator.
- Conduct home visits for homebound residents as needed.
- Become Options Counseling and Senior Health Insurance Program (SHIP) certified within a year of employment or when training programs are offered.
- Relieve front office staff as needed.
- Willingness to work occasional evenings and weekends for special events, meetings, or outreach opportunities as needed.
- Attend internal and external meetings, training seminars and conferences as required.
- Perform other duties as assigned.



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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.

Licenses and Certifications:

- Valid Illinois Driver's License and liability insurance

Knowledge:

- 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.

Skills:

- Excellent communication, motivational interviewing, active listening, and writing skills
- Basic math/recordkeeping
- Interpersonal relations
- Time Management

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
- Work independently and with minimal supervision

Company offerings:

- 2 weeks vacation, 13 holidays, 12 sick days, and 2 personal days
- Health Insurance through Blue Cross and Blue Shield (85% of the cost covered by employer)
- Dental and Vision (85% of the cost covered by employer)
- Life insurance
- IMRF Employer, Pension, and 457 savings plan
- Tuition Assistance
- Position qualifies for the Public Service Loan Forgiveness program

To apply: If you have a passion for working with older adults and providing public service, we would like to speak with you! Send your resume with cover letter and salary requirement to mojeda@oakparktownship.org.

Oak Park River Forest is an equal opportunity employer: disability/veteran

Key Words: Public Benefits, Medicaid, Supplemental Assistance Nutrition Program, Applications



OAK PARK
TOWNSHIP

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for Assistance, Eligibility Screening