



Western Illinois Area Agency on Aging Position Description

Part-Time I&A Program Coordinator

Department: Program
Reports To: Assistant Director

Summary:

The part-time I&A Program Coordinator is responsible for providing assistance through the Senior Health Assistance Program (SHAP), Medicare Improvements for Patients and Providers Act (MIPPA), Senior Health Insurance Program (SHIP), the Benefit Access Program, and Options Counseling, and provides information, assistance, and referral to all people aged 60 and older, adults with disabilities and informal caregivers. Schedules for providing these direct services are coordinated with the Information & Assistance Program Coordinator. This position also assists with the Senior Medicare Patrol (SMP) Program in the ten county area.

Along with all program staff, this position works as a part of a team within WIAAA to address agency priorities and to develop other programs that contribute to the mission of WIAAA.

Specific Duties and Responsibilities:

Assist with the direct service provision within the Aging and Disability Resource Center and the No Wrong Door system

1. Provides all access services to older adults and adults with disabilities in coordination with the Information & Assistance Program Coordinator. Utilize Benefits CheckUp and other benefit counseling aids to assist in determining the programs people are eligible for, assisting them in applying for these programs or making referrals for assistance to the appropriate agencies to apply for these programs.
2. Maintain direct service weekly appointment schedule for Senior Health Insurance Program (SHIP), Senior Health Assistance Program (SHAP), Information & Assistance, Options Counseling, and Medicare Improvements for Patients and Providers Act (MIPPA).
3. Attend quarterly State SHIP/SHAP/MIPPA conference calls.
4. Obtain and maintain SHIP or any other certifications required to provide direct access services.
5. Responsible for all data entry and reporting for participants served in AgingIS, STARS, and SMP (SIRS database).

Assist with the Senior Medicare Patrol (SMP) program

1. Assist the program coordinator responsible for overseeing the SMP program with meeting requirements of the work plan within the SMP grant including volunteer numbers and the planned number of presentations.
2. Attend quarterly SMP conference calls, if needed.
3. Assist in giving presentations on SMP topics to small and large groups in one or more counties in PSA 03 as needed.

Participate in WIAAA agency wide priority projects as assigned

1. Participate in special events that apply to the Agency as a whole.
2. Function as a part of a team focused on addressing changing priorities in WIAAA and the aging network including evidence-based programming, managed care contracts, and other emerging trends as they arise.
3. Assist in the planning and delivery of Information and Assistance (I & A) and Outreach training for providers.
4. Represent WIAAA throughout the planning area including health fairs and other community events, and making community presentations.
5. Review pertinent information from a variety of sources to stay current on information and trends affecting older adults and services.

Qualifications

1. B.A. degree in Social Service or related field
2. Two years' experience in social service field.
3. Demonstrated computer skills, including e-mail, word processing, database management, and spreadsheet programs.
4. Ability to travel, occasionally overnight.

Core Competencies

Communication – Verbal and Written - *Openly exchanges information in a timely manner with all appropriate people. Listens well and uses confidential information with discretion. Writes and speaks in a clear, concise manner.*

Confidentiality - *Maintains confidential Agency and client information appropriately. Adheres to the Agency's Confidentiality Agreement in all matters.*

Ethics & Integrity - *Earns the trust, respect, and confidence of co-workers, providers and clients through consistent honesty, forthrightness and professionalism in all interactions.*

Interpersonal Skills - *Demonstrates the ability to get along with others internally and externally (providers, government representatives, vendors, etc). Acts in a way that is respectful of co-workers. Communicates and acts as a team player. Responds and acts appropriately to confrontational situations.*

Team Player - *Works with others cooperatively and flexibly, actively contributing to the team's goals. Offers and accepts constructive feedback in a positive manner. Values diverse work styles, approaches and thoughts.*

Advocacy - Effectively influences others to achieve understanding, acceptance, and commitment to act in support of ideas, programs, or causes related to senior issues.

Affinity for seniors - Understands the needs of seniors and effectively and compassionately communicates with that group of individuals.

Analysis - Uses data and information in a clear and rational thorough process to assess and understand issues, evaluate options, form accurate conclusions, and make decisions.

Initiative - Performs with minimal supervision, acts promptly and seeks solutions to resolve unexpected problems. Shows an interest and willingness to learn; does what needs to be done without being asked/ anticipates potential problems/opportunities.

Judgment - Displays balanced thinking that combines analysis, wisdom, experience and perspective. Produce decisions that withstand “the test of time”.

Leadership - Demonstrates the ability to inspire, influence, and enable others to contribute to the effectiveness and success of the organization.

Negotiate Agreements - Effectively works with others to understand interests and actively strive to achieve agreements or resolve differences in a timely manner.

Planning - Logically integrate various ideas, intentions, and information to form effective goals, objectives, timelines, action plans and solutions.

Project/Program Management - Effectively directs and integrates all aspects of a project or program, ensuring that work progresses toward achieving goals and objectives.

Problem Solving - Uses intelligence, common sense, hard work, creativity and tenacity to solve difficult or complicated challenges as well as day to day problems. Effectively defines the issue, diagnoses and analyzes the problem, and recommends and implements solutions.

Workload Management - Effectively organizes multiple assignments, sometimes of a complex nature or involving competing priorities, to produce results that are accurate, thorough, and on time.

Employee Signature

Date

Manager Signature

Date