

# FAMILY ELDERCARE

## Benefits Specialist

### Job Description



Job title: Benefits Specialist	Reports to: Team Lead
Program: Case Management Department: Financial & Housing Stability	Work Location: Rutherford Office/Remote/ Community Hybrid
Position Status - Full-time FLSA Classification - Non-Exempt	Salary Range - \$24.00 - \$25.50/hour

The Benefits Specialist provides one-on-one assistance to older adults and individuals with disabilities for enrollment, renewal and/or education of public benefit programs. This role requires a person-centered approach to create a seamless and efficient experience for clients and to maximize client benefit.

#### **Essential Duties and Responsibilities:**

- Conduct individualized assessments to determine eligibility for public benefit programs
- Assist clients to gather documentation necessary to prove eligibility.
- Ensure submission and receipt of benefit applications.
- Act as a liaison and authorized representative as needed with benefits-administering agencies on behalf of clients.
- Maintain program expectations regarding average application/renewal rate per client.
- Document all activities in the client database and as needed, through confidential communications.
- Maintain an organized client file to demonstrate contract compliance and adherence to practice standards.
- Research the appeals process and assist clients to understand and address inappropriate denials.
- Become a subject matter expert on core public benefit programs and local community resources and benefits.
- Establish partnerships in the community to identify new referrals and underserved groups in the target population of older adults and adults with disabilities.
- Provide consultation and input into the development of benefits data measurement.
- Engage with team members to share information and resolve client issues.

#### **Competencies:**

- Knowledgeable of entitlements, community services, resources, and how to access them
- Committed to delivering outstanding service to internal and external customers
- Proven ability to develop and sustain productive relationships with coworkers, external partners, and volunteers
- Strong written, verbal, and nonverbal communication skills
- Comfortable working independently and as a team member
- Responsive to changing priorities while completing assignments as scheduled
- Ability to organize work efficiently, streamline processes, and prioritize responses with moderate supervision
- Reliable and able to maintain regular and punctual attendance

**Education and/or Work Experience Requirements:**

- Associate degree; or equivalent combination of education and experience
- Substantive knowledge of, and 2+ years of experience working with the various rules and regulations governing the Medicaid and Social Security benefits programs
- Experience working under pressure while maintaining a positive attitude, providing exemplary customer service, and meeting deadlines
- Proficient in Microsoft Office: Word, Excel, Access, Outlook, SharePoint; knowledge of Apricot database preferred
- Clear multi-state criminal background and motor vehicle driving record
- Valid Texas Driver’s License and automotive insurance

**Working Conditions/Physical Requirements:**

- Work occurs in the office setting, client residence, and other remote locations
- Direct interactions with clients, including frequent contact with clients who are formerly homeless, have a mental illness, are struggling with addiction, and/or have experienced trauma
- Ability to perform the essential job functions safely and successfully consistent with the ADA, FMLA and other federal, state, and local standards, including meeting qualitative and/or quantitative productivity standards
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state, and local standards
- Must be able to lift, carry, push, pull up to 20 lbs.; but Family Eldercare will consider reasonable accommodations as needed

**Acknowledgement and Review:**

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities  with or  without reasonable accommodations. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name:

Employee signature:

Date: