



FAMILY ELDERCARE

Benefits Specialist

Job Description

Program: Guardianship & Financial Advocacy	Reports to: Guardianship Estates Manager
Position Status: Full-Time	Job Location: Rutherford Office
FLSA Classification: Non-Exempt	Salary Range: \$27.78/hour based on a 36 hour work week

The Benefits Specialist is responsible for overseeing the management, maintenance, and processing of client benefits. This includes administering benefits, resolving eligibility and claim issues, and ensuring compliance through accurate enrollment and thorough documentation. The position operates under the guidelines and directives provided by the Guardianship Estates Manager.

Essential Responsibilities:

- Manage and maintain clients' current benefits, including benefits through the Texas Health and Human Services Commission (HHSC), the Social Security Administration (SSA), and other benefits, including, but not limited to, MAP, VA benefits, and other guardianship client- specific benefits.
- Coordinate and submit applications for all necessary benefits through Texas Health and Human Services for older adults and clients with disabilities, including SNAP, long-term care nursing facility benefits, HCS and ICF benefits, Medicare Savings Programs, TANF, and/or TSAP.
- Apply for and maintain Medical Access Program–Central Health (MAP) benefits for eligible clients, as needed.
- Submit applications for disability and retirement Social Security benefits on behalf of eligible clients and attend Social Security appointments for the client as needed.
- Support the administration of and pursue additional benefits available to clients, including private pension income, other retirement programs such as federal retirement benefit programs, VA benefits, and other benefits clients may be eligible for.
- Complete and process required client documentation, particularly disability-related paperwork for clients.
- Monitor client benefits to prevent interruptions in coverage or services alongside Estates team members.
- Ensure that all benefit applications, information, and appeal submissions are completed in accordance with established deadline requirements.
- Timely address any interruptions in coverage or services by resolving benefit-related issues and disputes on behalf of clients.
- File appeals for decisions that affect current or pending client benefits from government entities including, but not limited to, HHSC, SSA, and Texas Disability Rights.
- Reference policy from HHSC, SSA, and other organizations administering benefits as needed to ensure successful receipt of client benefits.
- Review and sort mailed paper notices, paperwork, and other documentation multiple times per week as mail comes in.
- Timely complete and save notes and documentation for all work on client benefits in file management system and database.
- Verify the accuracy of all benefit enrollments and documentation in file management system and database.

- Conduct quality checks on benefits-related data.
- Collaborate and communicate with guardianship staff, including AP staff, legal staff, and guardianship specialists, to ensure that all benefits tasks involving multiple staff members are completed seamlessly.
- Perform other duties as assigned.

Competencies:

- Ability to communicate clear, well-reasoned perspectives on complex issues.
- Strong analytical skills with the ability to evaluate data and make accurate eligibility decisions.
- Demonstrated integrity and ethical judgment, including when managing confidential information.
- Ability to prioritize tasks, manage multiple responsibilities, and work effectively under pressure.
- Ability to work independently with minimal supervision and contribute effectively as part of a team.
- Initiative-taking, solutions-focused approach to address challenges and resolve client issues.
- Ability to review, verify, and maintain records and case files accurately.
- Ability to communicate effectively with government entities by phone and in person to support client benefits.
- Proficiency in agency file management and organization systems, Microsoft Office, and databases used to track and manage client benefits.
- Ability to collaborate professionally with diverse client populations.
- Ability to manage a high-volume caseload and meet deadlines.
- Ability to advocate for clients' best interests when establishing benefits.
- Strong organizational skills and the ability to adapt to changing programs, client, and department needs.
- Ability to communicate effectively both verbally and in writing.
- Ability to learn program requirements and collaborate effectively with department staff.
- Ability to receive supervision and feedback constructively.

Education and Experience:

- High school diploma required, associate degree preferred, or equivalent combination of education and experience.
- Substantive knowledge of rules and regulations governing Medicare, Medicaid, and Social Security benefits programs.
- At least 2 years of administrative experience required.
- Proficient in Microsoft Office applications.
- Strong interest in advocating for older adults and individuals with intellectual disabilities.
- Nonprofit experience preferred.
- Guardianship or other court-related experience preferred.

Work Environment/Physical Requirements:

- Ability to work in an office setting at Family Eldercare, Inc.'s Austin office location on Rutherford Lane three or more days per week and spend significant time using a computer.
- Ability to perform work remotely two days per workweek.
- Ability to travel to off-site locations for company business as needed.
- Ability to lift up to 50 pounds.
- Ability to perform the essential functions of the job safely and successfully in compliance with the ADA, FMLA, and other applicable federal, state, and local laws, including meeting qualitative and quantitative productivity standards.
- Ability to maintain regular and punctual attendance in compliance with the ADA, FMLA, and other applicable federal, state, and local laws.
- Clear a multi-state criminal background and motor vehicle driving record.

- Valid Texas driver's license and active automobile insurance required.

Acknowledgement and Review:

By signing this job description, I acknowledge that I meet the qualifications and can perform all job functions, duties, and responsibilities, with or without reasonable accommodation. I understand that I am responsible for promptly notifying the Company in writing if I need accommodation. I also acknowledge that I have read and understood this job description and may receive a copy. I further understand that Family Eldercare may modify Company policies, procedures, and processes as organizational needs change.

Print Employee Name: _____

Employee Signature: _____ **Date:** _____