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Program Coordinator – Medicare Counseling (HIICAP)

Action for Older Persons' (AOP) Health Insurance Information, Counseling, and Assistance Program (HIICAP), delivers one-on-one Medicare counseling and community education to improve the health and well-being, financial stability, and access to healthcare for individuals eligible for Medicare in Broome and Tioga counties. Most individuals who qualify for Medicare (federal health insurance) are 65 years or older.

HIICAP staff and New York State certified volunteer counselors annually provide unbiased, no cost one-on-one insurance counseling to 2,300 - 2,500 older adults whose health insurance coverage is through Medicare. HIICAP staff also deliver over 90 educational workshops and outreach events to ensure Medicare-eligible community members and their family members/caregivers have the most current information to guide their healthcare decisions.

HIICAP is Rewarding, Challenging, and Fast-Paced.

Reporting to the Senior Program Coordinator, the Program Coordinator will develop expertise in all aspects of Medicare. The Program Coordinator will: serve as a point person for questions from volunteers and other program staff and utilize a variety of external resources to have a broad and up-to-date understanding of Medicare.

One-on-One Benefit Counseling: The Program Coordinator will provide one-on-one assistance to Medicare beneficiaries, particularly in the most challenging circumstances. This includes explanation of coverage options, plan enrollment, and determination of eligibility for various needs based programs.

Public Education/Outreach/Marketing: In conjunction with the Senior Program Coordinator, the Program Coordinator will provide public information outreach and education regarding Medicare and issues affecting people with Medicare. This includes monthly presentations at AOP's offices and at other sites throughout the counties. In conjunction with the Senior Program Coordinator, the Program Coordinator will implement a marketing strategy to support outreach and awareness building goals including updating HIICAP content on AOP's website, developing content for social media posts, and overseeing AOP's quarterly newsletter.

Volunteer Support The Program Coordinator will assist volunteers in conducting client counseling sessions and providing follow up with clients as appropriate.

Data Tracking/Report Generation/Grant Support: In conjunction with the Senior Program Coordinator, the Program Coordinator will maintain all paperwork and will ensure data obligations at met with the help of three Program Specialists. In conjunction with the Senior Program Coordinator, the Program Coordinator will also prepare and submit all reports in accordance with the Program's contractual agreements and provide support for HIICAP related funding applications.

Required Qualifications:

- *Associates degree and/or experience working with health insurance in a nonprofit or for profit setting.*

Preferred Qualifications / Required Competencies:*Preferred Qualifications:*

- Experience or interest working with volunteers and older adults

Required Competencies:

- Excellent interpersonal skills
- Strong oral and written communication skills
- Computer fluency
- Excellent time management skills
- Ability to represent the agency in a professional manner with tact and diplomacy

Other Requirements:

- Must have a valid NYS Driver's License, their own vehicle, and automobile insurance.

Position Benefits:

- Retirement plan with employer match which begins immediately upon employment
- Generous vacation, holiday, and personal time. Personal time is available immediately upon employment.

Salary Range:

- \$38,000 - \$41,000 based on experience. The position is part-time (30/week – 4 days a week) and non-exempt.

Interested applicants should submit their resume with cover letter to Jessie Stone He, Executive Director at jstonehe@actionforolderpersons.org.