
Reporting Relationship:

Reports directly to the Benefits Enrollment Supervisor

Starting Salary: \$17.00 hourly

General Summary of Duties:

This is a full-time, paid position with the Institute for Human Services, Inc. (IHS), a nonprofit organization located in Bath, N.Y. This position is contracted to work with the Steuben County Office for the Aging.

The Benefits Advisor will be responsible for providing unbiased health insurance information, counseling and application assistance (over the phone and in on/off-site settings) on public benefits, health insurance programs, including Medicare (Parts A, B, C and D), Medicaid, Medicare Supplements, Private Medicare Plans, EPIC, Medicare Savings, Medicare Extra Help, and the Affordable Care Act as it pertains to Medicare and the uninsured.

Essential Duties and Responsibilities:

As part of their regular duties, the Benefits Advisor will maintain current insurance industry knowledge by reviewing updates from NYSOFA HIICAP, Medicare, Medicare Rights Center, Social Security and other sources; staying current on changes in government programs and legislation affecting Medicare beneficiaries, health insurance and the healthcare industry in order to convey the information via PSAs, consultation sessions and public presentations; participate in trainings on eligibility determination; stay aware of federal guidelines for private health insurance marketing to inform the public; and assist with the development of consumer education initiatives.

The Benefits Advisor will be tasked with adhering to programmatic procedures for data collection, including using agency-specified software programs and Microsoft Office to build reports. Customer interactions will include: Receiving, reviewing and responding to customer inquiries for legal assistance; conducting basic NY Connects program activities to serve consumers and caregivers, by providing information and assistance on long term care services in Steuben County; receiving NY Connects referrals and screening clients to determine needs; and follow up with consumer to ensure that connections to services were made and that the consumer's needs were met.

To accomplish these tasks, the successful candidate must maintain basic knowledge of laws in the areas of: tenant/landlord disputes, Medicare/Medicaid, Food Stamps, SSI, SSD, wills, consumer issues and scams; acquire knowledge of all local long-term care programs and payment sources, as applicable to older adults and all individuals with disabilities; support consumer's independence and self-determination; participate as part of NY Connects team to maintain current information on programs and services related to Long-Term Care Services and Supports; and work with volunteers to assist with program/departmental goals.



Qualifications:

Graduation from a regionally accredited college or university with an associate degree in social work, human services, or gerontology AND two years related experience, training, or equivalent combination of education and training are required.

A valid driver's license, a willingness to travel within Steuben County and reliable transportation are required. Home office is currently in Corning, NY, however, this is subject to change in the future.

Desired Skills:

The Benefits Advisor must have internet, computer hardware and software experience; excellent communication, time management and organizational skills; and an ability to work independently.

The successful candidate should be able to read and interpret general professional materials, technical procedures, or governmental regulations; possess an ability to write reports and business correspondence; and to effectively present information and respond to questions from managers, clients, customers and the general public.

The Benefits Advisor must possess basic math skills, including but not limited to addition, subtraction, multiplication and division, as well as an ability to determine rate, ratio and percent and to draw and interpret bar graphs.

Basic problem-solving skills involving concrete variables in situations where only limited standardization exists, and the ability to interpret written, oral, diagram, or schedule form instructions are required.

A commitment to continuing education, professional development and customer service is also necessary.

The job duties may require the successful candidate to stand; walk; sit; use hands; stoop, kneel, and talk or hear. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To Apply:

Please submit resumes to careers@ihsnet.org by March 18, 2022.

