

## **Job Description**

**Title:** Benefit Support Specialist (Temporary, Full-Time)

**Supervisor:** Regional SHINE Program Director

### **JOB DESCRIPTION**

**GENERAL DESCRIPTION:** Work in coordination with Regional SHINE Program Director to provide consumers with benefit application support and community education regarding benefit programs. Funding is anticipated to continue for this position until June 30, 2024.

### **DUTIES AND RESPONSIBILITIES:**

- Become a Certified Application Counselor (CAC) through the self-paced, virtual training and pass the CAC exam to receive CAC certification within four weeks of hire.
- Act as a resource for Consumers in the SHINE Program Service Area on benefit eligibility information, application assistance or navigation to application assistance for any COVID-19 pandemic related program or services, including the end of the Supplemental Nutrition Assistance Program (SNAP) Emergency Allotment and the end of the continuous coverage provision period for Medicaid (MassHealth).
- Assist older adults with paperwork and submissions for the MassHealth redetermination process
- Provide regular outreach to local community-based organizations that provide navigation assistance and support and be a resource for those organizations to refer Consumers, including Councils on Aging, SHINE Programs, Independent Living Centers, and other community-based organizations, and support MassHealth renewal events, as able;
- Complete training on the MassHealth Application for Health Coverage for Senior and People Needing Long-Term-Care Services (SACA), as well as complete other applicable trainings throughout the duration of the work period.
- Offer both virtual and in-person support, as requested by the Consumer and SHINE Program Director.
- Complete any supplemental training offered by MassHealth on application assistance and the redetermination process, including the training on the Application for Health Coverage for Senior and People Needing Long-Term-Care Services (SACA) through the MassHealth Learning Management System.
- Participate in the quarterly MassHealth Lead Certification Application Counselors Technical Assistance Meeting and join the Massachusetts Health Care Training Forum (MTF) listserv to stay up-to-date on public health insurance information from MassHealth, the Health Connector, and Health Safety Net (HSN) programs.

- Be knowledgeable about the Department of Transition Assistance (DTA) programs and services, including the Supplemental Nutritional Assistance Program (SNAP) and the Out-of-Pocket Medical Expenses Form.
- Participate in a monthly one-hour Benefit Support Specialist Learning Collaborative hosted by EOEA.

**QUALIFICATIONS:**

- Relevant experience in administrative/office support work required including maintaining files, scanning and mailing.
- SHINE experience preferred;
- Strong communication and organizational skills
- Strong computer skills (Microsoft Office suite)
- Minimum of two years of experience in customer service
- Ability to communicate effectively, verbally and in writing, with a high level of diplomacy and confidentiality
- Access to secure internet connection for remote work