

## **SHINE PROGRAM ASSISTANT**

HESSCO, a non-profit social services agency, has a 24 hours per week position available to work in coordination with the Regional SHINE Program Director to provide consumers and counselors with SHINE clerical support as well as fulfill the organizational needs of the SHINE program (Serving Health Insurance Needs of Everyone).

### **Duties and Responsibilities:**

- Monitor SHINE phone calls in order to identify caller requests
- Coordinate supplies and support needs for the SHINE program
- Respond to requests for materials and information made by SHINE volunteer counselors
- Assist with the data entry of counselor reports (STARS)
- Assist the Regional Director with compiling and filing reports regarding SHINE activities and data
- Assist Regional Program Director in the preparation of materials needed for presentations, program outreach activities, and counselor trainings
- Comply with documentation standards to uphold compliance regulations set forth by regulatory agencies and agency policies, procedures and practices
- Work collaboratively with consumers, Councils on Aging, and other community agencies
- Attend and contribute to regular agency meetings and statewide trainings, as assigned

### **Qualifications:**

- Relevant experience in administrative/office support work required including maintaining files, scanning and mailing.
- SHINE experience preferred; Willingness to participate in SHINE counselor training required if no previous SHINE experience.
- Strong communication and organizational skills
- Strong computer skills (Microsoft Office suite) and data entry
- 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