

SHINE PROGRAM ASSISTANT

Job description

HESSCO, a non-profit social services agency, seeks a SHINE Program Assistant for up to 21-hours per week, flexible days, for the Regional SHINE Program (Serving Health Insurance Needs of Everyone). This position will work in coordination with the SHINE Program Director to provide consumers with SHINE counseling and support clerical and organizational needs of the SHINE program. If the applicant is not currently certified in SHINE, this training will be provided.

HESSCO is an Affirmative Action/Equal Opportunity Employer and encourages all qualified candidates from diverse backgrounds to apply.

Responsibilities:

- Monitor SHINE phone calls 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.
- Assist with 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 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.

Hourly Rate: \$20.93

Benefits:

- 403(b)
- Employee assistance program
- Paid time off

Please email cover letter and resume to cganz@hessco.org.