

Regional SHINE Program Lead

Job description

HESSCO, a non-profit social services agency, seeks a full-time (35 hours per week,) SHINE Program Lead to manage the Regional SHINE Program (Serving Health Insurance Needs of Everyone). This position will work directly with consumers requiring health insurance counseling. This position will coordinate training and direct service activities for the volunteer SHINE counselors. The SHINE Program Lead is responsible for all SHINE program reporting and data collection.

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

Duties and Responsibilities:

- Ability to complete certification training directed by the Executive Office of Aging and Independence (AGE) within six (6) months.
- Manage all aspects of the regional SHINE Program, including management of volunteer SHINE counselors, program reporting, record keeping, public relations, customer service, and outreach to consumers, including Medicare beneficiaries of all ages and their spouses, caregivers, and low income and limited English-speaking individuals.
- Develop and maintain a roster and schedule of counselors who shall respond to calls received by the regional office 5 days per week, either remotely or in person at the regional office. Maintain program roster with schedule of counselors who provide one-on-one counseling at regional sites.
- In cooperation with member agencies, recruit, interview and select candidates for training and match them with definite work site(s) and schedules.
- Conduct monthly training meetings with counselors to train on health insurance issues, develop public speaking skills, assign outreach events and discuss cases. Invite speakers to monthly meetings who can inform the counselors on eligibility criteria and intake procedures for the following programs: Mass Health, One Care, Senior Care Options, PACE, Senior Medicare Patrol, Medicare Advocacy Project and other programs related to health insurance or social services.
- Evaluate counselors' comprehension of information through certification and recertification reviews, use of role-plays, case reviews, and observation on a regular basis.
- Respond to counselors who seek technical assurance or advice in handling cases.

- Develop a counselor mentoring system. Counselors should mentor with the Regional Lead and learn to perform data entry, and be matched with a veteran counselor to master program role, procedures and paperwork requirements.
- Attend SHINE Regional Lead meetings called by the State Director and other specialized training sessions identified by the State SHINE Program Lead.
- Coordinate all local program publicity, marketing and outreach to alert consumers of the program's mission and availability.
- After completion of the certification training, apply to AGE State Program to become a SHINE Program trainer.
- Participate in mandatory trainings and meetings as required as a HESSCO employee.

Qualifications:

- Bachelor's Degree or equivalent work experience is required.
- Previous SHINE experience is preferred.
- Ability to complete required SHINE certification training.
- Experience with public speaking required.
- Experience as a problem solver.
- Knowledge of the elder services network.
- Strong interpersonal skills and time management essential.
- Driver's license and access to insured transportation required.
- Computer skills required for use of Microsoft Office programs, experience with client database software is preferred.
- Access to secure internet connection required.
- Ability to lead and supervise a diverse team of highly educated professionals.

Salary: \$65,000

Benefits:

- Health insurance
- Dental insurance
- Flexible spending account
- Life insurance
- Paid time off
- Retirement plan