

## Job Description

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**Job Title:** Health Insurance Options Educator

**Department:** Support Programs

**Reports To:** Director of Support Programs

**Date Developed/Updated:** 10/21

**Summary:** The Health Insurance Options Educator is a member of Support Programs Department which provides an array of support services to help seniors in Albany County stay as independent as possible. This person will be responsible for managing all aspects of HIICAP (Health Insurance Information, Counseling and Assistance Program) within the guidelines set for by NYSOFA and the County and provide health literacy and health-related case assistance as needed.

**Essential Duties and Responsibilities** include, but not limited to the following:

- Become the resident expert on all things related to Health Insurance/Medicare/Medicaid
- Provide phone and face-to-face health care counseling to individuals
- Conduct public information sessions and small group trainings on health insurance options
- Recruit orient, train, schedule, and supervise volunteers from all walks of life to provide Health Insurance Counseling.
- Manage the subcontractors under the HIICAP contract
- Prepare and maintain the large volume of documentation, reports, data, etc., required by the various funders of the Health Insurance Counseling Program
- Provide staff support to our evidence based health literacy initiatives (Falls Talk, PAMs, AMP, etc.)
- Quickly shift roles to be able to meet the needs of clients, volunteers and funders
- Serve as a positive spokesperson for the agency on and off the job
- Actively work to help create a friendly, professional and positive work environment
- Provide staff support to agency-wide initiatives as requested by the Director of Support Programs or Executive Director (ED)
- Report any violations of policies, unethical behaviors, misuse of LifePath property or suspected mistreatment (even rude treatment) of seniors as well as fellow employees to the Director of Support Programs or ED
- Perform other duties as requested by the Director of Support Programs

**Competencies:** To perform this job successfully, an individual must demonstrate the following competencies

**Analytical** –understands complex government and insurance documents and is able to translate them into understandable training concepts, collects and reports client information

**Problem Solving** - Identifies and solves complex insurance related problems and provides possible solutions in a timely manner; uses reason even when dealing with emotional topics.

**Technical Skills** - Assess own strengths and weaknesses; pursues training and development opportunities; demonstrates attention to detail

**Customer Service** - Manages difficult or emotional participants/staff and volunteer situations in a calm and professional manner; responds promptly to participant and volunteer needs; solicits participant and volunteer feedback to improve service

**Initiative**- Is self-directed and able to manage one's work with minimal supervisions; knows when to ask for help

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**Interpersonal Skills** - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; has excellent platform skills in both small and large group settings, actively participates in meetings;

**Teamwork** - Contributes to building a positive team spirit; works well with others and in group situations; puts success of team above own interests; displays passion and optimism; inspires trust; supports everyone's efforts to succeed.

**Quality Management** - Looks for ways to improve and promote quality; assures the proposed outputs and outcomes of the HIICAP grant are met or surpassed.

**Attendance/Punctuality** - is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings, presentations and appointments on time and fully prepared.

**Other:** Treats people with respect; keeps commitments, exhibits sound and accurate judgment; uses time efficiently; accepts responsibility for own actions; is able to adapt to and deal with frequent change, delays, or unexpected events; effectively manages competing demands; follows instructions, responds to management direction; asks for and offers help when needed.

**Education:** The successful candidate will have a minim of a 4-year college degree, some experience giving presentations and working with government funded programs.

**Language Skills-** Ability to read and interpret complex documents such as insurance regulations and government policies; ability to write well and translate complex documents into understandable, senior- friendly material; ability to speak effectively in one-on-one and group settings; bilingual desirable

**Computer Skills** –Ability to function in a Microsoft environment, ability to use Outlook, Excel, Word, Internet software and various types of Database software

**Physical Demands** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to use a computer, use a phone, stand; walk and sit. The employee must frequently lift and/or move up to 10 pounds, drive a car and walk stairs.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This is a fast-paced environment with a need to manage multiple priorities and a moderate level of noise.

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## Position Description Review

I have read and understand this position description and its requirements, and acknowledge that I am expected to complete all duties as assigned. I understand that the position functions may be changed from time to time. I will be able to perform the essential functions of this position with or without reasonable accommodation. I understand that if I need an accommodation for this position, I will inform management of my accommodation needs immediately.

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Employee Name (Print)	Employee Signature	Date
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Supervisor Name (Print)	Supervisor Signature	Date
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HR Representative Name (Print)	HR Representative Signature	Date
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