

Area Agency on Aging (IIC) Outreach Specialist Vacancy Announcement

Under the supervision of the Area Agency on Aging (AAA) Director, the Outreach Specialist performs a variety of outreach, education and person-centered advocacy activities related to the agency's programs and individuals seeking services/information. Provides comprehensive information and assistance/referrals in response to requests, including person-centered options counseling, explaining programs/services and eligibility, and supports individuals' in facilitated decision making. The Outreach Specialist conducts health insurance counseling activities to support informed health insurance (Medicare, Medicaid, other) decisions. They will also provide support to all SHIP (State Health Insurance Program) subcontractors and reinforce SHIP goals and programmatic requirements for the region.

This position requires superior oral and written communication skills as well as strong program coordination, relationship building, and public speaking skills. The Outreach Specialist shall represent the Area Agency on Aging in a professional, positive manner.

Employment Qualifications:

Education: Possession of a high school diploma or the equivalent. An Associate's degree in a related health or human service is course of study preferred.

Experience & Required Skills:

- Two to more years of progressively responsible administrative/clerical duties.
- Professional experience in long term care and/or human service field.
- Direct experience in development and/or provision of training is preferred.
- Knowledge of Medicare and Medicaid and/or other health insurance is preferred.
- Excellent oral and written communication skills necessary to effectively communicate with co-workers, community partners, and individuals/service participants is necessary.
- Computer skills necessary to effectively utilize word processing, spreadsheet, presentation and client tracking-type software systems.
- Strong sense of service and passion for the agency's mission
- Strong organizational, administrative and person-centered approach

Special Requirement: Must have a valid Michigan Driver's License, proof of valid automobile insurance, and reliable transportation. Work-related travel is required.

Salary and Fringe Benefits:

This is a full-time position; 37.5 hours per week. BHSJCHA offers a full range of fringe benefits including: Health, Dental, Optical, Life Insurances, Sick and Annual Leaves, an Employer Contributed Retirement Savings Plan and HSA plan options. The position starts at \$18.55 per hour.

Application Process:

Qualified applicants should submit their resume with a cover letter to the attention of:

Kayse O'Donnell
HR Support Specialist
Branch-Hillsdale-St. Joseph Community Health Agency
570 N. Marshall Rd.
Coldwater, MI 49036
Email: odonnellk@bhsj.org
Fax: (517) 278-2923

Branch-Hillsdale-St. Joseph Community Health Agency is an equal opportunity employer that values diversity. All employment decisions are based on qualifications, merit, and business need.



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- Vacation Time accrues from first day of employment, 16 days earned in the first year
- Sick Time accrues from first day of employment, 12 days annually
- Work week is 37.5 hours, generally Monday-Friday from 8 am - 4 pm
- Company paid Life Insurance and Short-Term Disability
- AFLAC coverage options available
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- Municipal Employee Retirement System with employer contribution of 5%
- Qualified Employer under the Public Service Student Loan Forgiveness Program

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