

COMMUNITY ACTION PARTNERSHIP

JOB DESCRIPTION

TITLE: AREA AGENCY ON AGING EDUCATION SPECIALIST

EXEMPT/NON-EXEMPT: Non-exempt

REPORTS TO: Area Agency on Aging Contract and Compliance Manager

ISSUE DATE: 03/20

GENERAL POSITION SUMMARY: The AAA Education Specialist is responsible for recruitment, training and management of Senior Medicare Patrol Volunteers, providing training on Chronic Disease and Self-Management Education, and disseminating Information & Assistance to vulnerable adults and related entities within the five-county region of Area II. This position may also provide support to the Adult Protection Program as needed.

ESSENTIAL FUNCTIONS/MAJOR RESPONSIBILITIES:

- Attend and successfully complete the Senior Medicare Patrol Training Program sponsored by the Senior Health Insurance Benefits Advisor and the Idaho Commission on Aging;
- Train with SHIBA about how to report on the web based SHIBA volunteer reporting portal and SHIPTALK reporting tool;
- Recruit Senior Medicare Patrol (SMP) volunteers and comply with SHIBA requirements for qualifying volunteers;
- Train volunteers to use SMP presentations that target senior meal sites, senior living complexes, assisted living communities, and skilled nursing facilities in group settings;
- Set up workstations in the five county regions to accommodate walk-ins and scheduled appointments;
- Educate Medicare beneficiaries to understand Medicare Summary Notices and Explanations of Benefits;
- Coordinate training activities with SHIBA volunteers;
- Offer SMP training to existing and new SHIBA volunteers;
- Target SMP efforts to reach isolated and hard-to-reach populations;
- Conduct monthly and yearly team meetings in each of the five county regions;
- Implement SMP Volunteer Risk and Program Management policies as they are developed;
- Complete monthly, quarterly, and final reports as required;
- Attend and report during quarterly phone conferences;
- Inform identified older individuals and/or their caregivers of services or assistance related to Medicare and/or Medicaid programs, and other aging services/programs;
- Performs all duties in compliance with ICOA Memorandum of Agreement for SMP;
- Attend relevant trainings to become a Master Trainer on Chronic Disease and Self-Management Education;
- Travel on a regular basis to each of the five north-central counties throughout the year;
- Provide trainings on Chronic Disease and Self-Management Education to volunteers, community members, and caregivers;
- Directly provide information and assistance to consumers, family caregivers, people living with disability, and the general public;
- Simultaneously speak on phone while conducting assessments, writing notes, and entering other information into GetCare database;
- Register, refer, and maintain new and existing consumers in GetCare database;
- Complete assessments and reassessments for direct in-home services using GetCare database to ensure compliance with agency guidelines;
- Complete assessments for Adult Protection reports;
- On as needed basis, conduct Adult Protection investigations and complete work within the Adult Protection section of the GetCare system;
- Develop and deliver public presentations on Aging Services;
- Performs other duties as assigned by supervisor.

SECONDARY FUNCTIONS:

- Provide one-on-one counseling sessions to the senior population and their families;
- Notify appropriate parties of fraudulent activities related to programs;

INTERPERSONAL CONTACTS:

- Ensure positive volunteer positions through direct contact.
- Regular supervisory interaction with supervisor and volunteers to maintain positive program attitude for sustainability.
- Be an enthusiastic advocate for Community Action Partnership and Area Agency on Aging.

SPECIFIC JOB SKILLS:

- Ability to follow written and oral instructions and observe office policies and procedures;
- Comprehend agency programs, policies, procedures, and processes sufficiently to convey information to the public and the staff;
- Operate standard office equipment including a personal computer using program applications appropriate to assigned duties;
- Ability to prepare and present oral and written reports, trainings, and other information;
- Ability to prepare and maintain correspondence, reports, records, databases, and information files;
- Perform data entry accurately;
- Accurately produce and proofread text documents;
- Communicate effectively and establish and maintain working relationships with the public and other employees;
- Maintain office, program, and individual confidentiality.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in related field preferred; combination of education, training, and directly relevant experience may be considered;
- Two years of experience working with vulnerable adults and frail elders;
- Experience working with database systems;
- Experience working with community resources and understanding of federal benefit entitlement programs preferred;
- Knowledge of Medicare, Medicaid and local assistance agencies, programs, and services;
- Must be AIRS certified within 90 days of hire;
- Must have an acceptable background check, valid driver's license with insurable record;
- Ability to travel throughout five county region as needed.

Requirements by Percentage of the Workday

Physical Requirements

	0-10%	10-25%	25-50%	50-75%	75-100%
Lifting	X				
Standing			X		
Walking			X		
Running	X				
Bending/Crouching	X				
Kneeling/Crawling	X				

Lifting weight

Less than 10#		X			
10-25#	X				
25-50#	X				

Environmental Exposure

	0-10%	10-25%	25-50%	50-75%	75-100%
Hot		X			
Humid	X				
Cold		X			
Wet/Damp	X				
Machinery*	X				
Risk of burns/chemical exposure	X				
Outside elements (sun, rain, etc.)	X				
Loud (above normal class level)	X				

*Machinery: Working on machinery, running machinery, exposure to vibration, spinning shafts, blades, belts, boilers, blowers etc.

This job description is not a contract for employment. The employer shall, at its discretion, modify or adjust the position and its duties to meet the agency's changing needs. The employee is expected to do other duties as assigned, which obviously fall within the scope of this job. The Community Action Partnership is an "At Will" employer. In accordance with Federal law, CAP does not discriminate on the basis of race, color, national origin, sex, age, disability, or sexual orientation.

I have read and understand the duties and expectations of this position and commit to carrying them out to the best of my ability for as long as I hold this position with Community Action Partnership.

Employee's signature DATE

I have gone over this job description with this employee

Supervisor's Signature DATE