

Maternal and Child Health Consortium

JOB DESCRIPTION

Job Title: Family Benefits Specialist (FBS)

Reports to: Program Manager

Division: Family Benefits

FLSA Status: Non-Exempt

Date: November 2017

Hourly rate range based on experience: \$16-\$18/hr

Location(s): Chester
County

Summary: FBS support MCHC's Family Benefits Program, a county-wide program to enroll uninsured pregnant women, parents and their children in public benefit programs (Medicaid, CHIP and SNAP) (Food Stamps) and other services as needed.

Essential Duties and Responsibilities:

- Implements an annual outreach plan to raise community awareness about Medicaid, CHIP and SNAP. Visit at least 1 location per week.
- Provides enrollment and recertification assistance at out-stationed sites throughout Chester and Montgomery County according to weekly schedule.
- Serves as liaison between the client and the County Assistance Office and provides follow up assistance, as needed, to ensure that the application includes all required supporting documents and is processed in a timely manner.
- Works with the Data Coordinator to maintain a file of all completed health insurance and SNAP applications, re-certifications, and supporting documents and a log with ID numbers of all applications and re-certifications submitted electronically via COMPASS. **(Assist and enroll at least 67 individuals per month)**
- Tracks outcomes of all applications submitted and notifies the Data Coordinator(s) so that outcomes can be entered into the program database
- Reviews all completed applications and supporting documents for quality assurance and informs supervisor(s) of any recurring problems concerning applications completed by other MCHC program staff.
- Educates families about SNAP and health insurance benefits and assists them in selecting a managed care company and primary care provider.
- Maintains updated information on COMPASS procedures.
- Maintains updated information on health insurance and SNAP enrollment policies and procedures.
- Maintains current information on health care services and food programs in the county and makes referrals, as needed.
- Assists Family Benefits Program Coordinator in training new staff on health insurance and SNAP eligibility criteria and enrollment procedures.
- Facilitates parent workshops and meetings for the purpose of decreasing parental isolation and developing parent involvement with their child's academic activities and needs and nutrition education based on the DPP (Diabetes Prevention Program).
- Encourages women to attend pre-natal and parenting classes, support groups, and other educational events from MCHC.
- Prepares weekly and monthly reports on program goals, services, activities, and outcomes as directed.
- Protects the confidentiality of all information regarding current and past program participants as well as organizational operations.

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Additional Duties and Responsibilities:

- Attends team events and organizational-wide staff meetings.
- Participates in organizational-wide training programs.
- Other duties may be assigned.

Supervisory Responsibilities:

- None

Qualification Requirements:

- Must be fully bilingual in verbal and written Spanish and English (for most service locations but not all)
- Exceptional attention to detail with strong organizational, analytical, critical thinking and problem-solving skills.
- Capacity to work independently as well as collaboratively in a fast paced, high-performing team environment.
- Must be able to effectively coordinate multiple activities simultaneously and maintain and track a vast amount of information and paperwork while meeting tight deadlines.
- Ability to and/or history of effectively tracking progress toward meeting client needs and taking additional action as needed to ensure that services are received.
- Demonstrated capability to successfully interact and work collaboratively with individuals from a wide variety of backgrounds and organizations, and feel comfortable working in non-MCHC settings.
- Able to evaluate progress toward program objectives and compliance with agency policies and program protocols.
- Must be comfortable working in flexible, evolving environment where daily priorities are based on the needs of program participants.
- Track record of working as a productive and cooperative member of a team.
- Willingness to accept supervision and make performance improvements as appropriate.
- Able to work flexible hours (evenings and weekends) and travel overnight.
- Intermediate computer skills (e.g. Keyboarding, Windows, Internet Explorer) and proficiency in Microsoft Office.
- No criminal or child abuse history as determined by a criminal background check and child abuse screening.

Clearances:

- No criminal or child abuse history as determined by a criminal background check and child abuse screening.
- No data identify theft or financial fraud as determined by a criminal background check.

Education and/or Experience:

- *Preferred:* Bachelor's Degree in social work or other relevant field; Associates' degree in relevant field and two years of relevant work experience; or a total of four years relevant work experience may be substituted.

- *Minimum:* Associates' degree in relevant field and two years of relevant work experience; or a total of four years relevant work experience may be substituted.

Certificates, Licenses, Registrations, and Related Requirements:

- Must have and maintain: a valid driver's license; automobile insurance with liability coverage of \$100,000-\$300,000; and daily access to an automobile and a cell phone.

Physical Demands/Work Conditions:

- This position requires visual and auditory acuity and the physical ability to climb stairs, stand for long periods of time, walk distances, and lift or carry up to 10 pounds. While performing the duties of this position, the employee travels by automobile and is exposed to changing weather conditions such as heat, cold, dust, fumes, noise, and wetness.

This job description does not necessarily list all the duties of the job. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. This job description is not a contract for employment, and either you or the company may terminate your employment at any time, for any reason.