

#108 Medicare Outreach Specialist
Classification Level NE 3
Kenosha Achievement Center, Inc.
1218 – 79th Street, Kenosha, WI 53143

Internal: 10/18/2023 External: 10/18/2023

Hours: 20/week

Apply To: Andrea Taylor

REPORTS TO: Elder and Disability Benefits Supervisor

HAS DIRECT REPORTS? No

JOB SUMMARY:

Since 1963 the Kenosha Achievement Center (KAC) has been creating opportunities for the personal growth and success of persons with special needs. KAC does this by removing barriers, changing perceptions, and building confidence.

This is a professional, part-time position responsible for providing outreach, education, and hands-on assistance to Medicare recipients. The position focuses on targeting low-income, rural, and ethnically diverse Medicare recipients throughout Kenosha County. This position is based at the Kenosha County Job Center and travel is required.

TYPICAL RESPONSIBILITIES:

1. Identify low-income Medicare members who may be eligible for extra financial help for insurance premiums or other healthcare costs and assist them with applications.
2. Prepares and delivers informative presentations on Medicare Savings Programs and Medicare Preventative Health Benefits.
3. Receive training and demonstrate competence in understanding Medicare and public benefits.
4. Assist elders and persons with disabilities in identifying and applying for public benefits. Uses a standard Benefits Check-up tool.
5. Keeps detailed, accurate reporting of time and participant assistance.
6. Adheres to ethical and confidentiality standards.
7. Schedules and supports volunteers conducting Medicare outreach activities.
8. Solicits feedback from participants and other stakeholders and assists in the development of tools for the communication and promotion of the program.
9. Responsible for maintaining a safe work environment for participants and others.
10. Participate in staff development as specified by the annual staff performance plan including engaging in a process of continuously improving cultural proficiency and the ability to work with a diverse population.
11. Perform other duties as assigned by the supervisor.

OCCASIONAL RESPONSIBILITIES:

1. Work with other county and state agencies.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

KAC IS AN EQUAL OPPORTUNITY EMPLOYER
Revised 10/17/2023

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MINIMUM QUALIFICATIONS:

- Bachelor’s degree and at least one year of experience working with Elders.
- Experience working with public benefits programs including Medicare, Medicaid, FoodShare
- Strong communication skills in writing, speech, and presentation
- Ability to use a computer and standard software.
- Must have a valid driver’s license, a clean driving record, with valid insurance
- Must have a vehicle that KAC determines is in good working order.
- Demonstrated knowledge of cultural and linguistic competency principles and the ability to work effectively with culturally diverse staff, participants, and stakeholders.

PREFERRED QUALIFICATIONS:

- Second language skills

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 essential functions.

While performing the duties of this job, the employee is frequently required to sit, stand, walk, kneel and stoop. Approximately 20% of the time will be spent walking or standing. The ability to see, hear, touch, and speak is critical to this job. Physical dexterity requirements of the job include the use of a telephone, computer/electronic equipment, and the ability to manipulate small objects.

The employee must lift, push & pull a minimum of 40 pounds with help, 20 pounds alone, walk up & down steps, bend & climb a step ladder. Specific vision abilities required by the job include close vision and the ability to adjust focus.

The mental efforts required on a daily basis include those related to reading, writing, mathematics, visualizing conclusions, analyzing data, and searching for solutions.

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 essential functions.

The noise level of the work environment is normal. The condition of the air is normal. The surface on which work is performed is level.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.