

**AREA AGENCY ON AGING FOR SOUTHWEST FLORIDA
JOB DESCRIPTIONS**

POSITION TITLE: BILINGUAL OUTREACH/ ADMINISTRATIVE SPECIALIST, SHINE		DEPARTMENT: COMMUNICATIONS	
STATUS: FT	FLSA STATUS: NON-EXEMPT	SUPERVISE OTHERS: NO	CREATED: 1/2019 UPDATED:
SUPERVISOR: SHINE PROGRAM MANAGER		CEO APPROVAL/ DATE:	

General Description

This is a position on the staff of Area Agency on Aging. The employee will be responsible for providing outreach and administrative support for the SHINE program (Serving Health Insurance Needs of Elders) which includes the Senior Medicare Patrol (SMP) and Medicare Improvement Patient Provider Act (MIPPA) programs, as well as providing outreach for the Agency as a whole. This position also supports other functions of the Agency as needed.

Competency: Planning and Organization

- Provides overall administrative support for the SHINE program, including functions such as copying, data entry, mailings, scanning, support to volunteers, telephone functions (voice mail follow up), etc.
- Work closely with the SHINE/SMP Program Manager and Director of Communications/Outreach to organize and participate in outreach activities such as health fairs and community events to achieve program and Agency goals.
- Research and follow up on potential outreach activities; participates on Agency's Outreach Committee.
- Provide counseling to Medicare beneficiaries as a SHINE/SMP counselor
- Assist with the planning of volunteer trainings and recognition events as needed.
- Work closely with the Elder Helpline staff in the coordination of the referral process and reports any customer service issues

Competency: Communications

- Conducts presentations about the Agency and SHINE/ SMP/ MIPPA programs through facilitating these outreach efforts to publicize programs including preparing and delivering presentations to senior civic groups, senior centers, community organizations, religious organizations, private businesses, etc.

Competency: Customer Focus

- Commitment to the Agency's mission of assisting older adults and adults with disabilities

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- Provides new and/or pertinent information to the leadership team so it can be entered into the Helpline database, shared with staff and/or incorporated into other documents/presentations provided on behalf of the agency

Competency: Quality & Continuous Improvement

- Report all outreach activities by the first working day of the close of each month and assist with the compiling of all Media publications for reporting purposes.
- Attends training programs as an active participant

Competency: Technical and Functional Effectiveness

- Prepares and maintains program data bases to compile statistics as well as to prepare appropriate reports
- Data entry and data validation to the STARS data system to ensure that output is correct and on target for program monthly benchmarks.
- Compile and validate SHINE, SMP & MIPPA data summary reports by the fifth of each month for Program(s) Monthly Activity Report

Competency: Innovation

- Assist with project planning (e.g., Medicare Open Enrollment, Targeting and Outreach Plan) and may participate in project teams or as a member of various community task forces

Non-Essential Functions

- May be required to work some weekends and/or evenings
- Attends conferences or training programs
- Lends support to other departments with special projects and events
- Performs other duties as assigned

Other Competencies Related to Knowledge, Skills and Abilities, and Other Personal Characteristics

- Ability to speak, write and understand both English and Spanish fluently.
- Excellent public speaking, presentation, telephone, and customer service skills
- Advanced word processing, data entry, spreadsheet and database skills, including Microsoft products, with ability to correctly type 45 words per minute.
- Careful attention to detail with excellent knowledge of grammar and spelling in both English and Spanish.
- Ability to work independently or as part of a group.
- Ability to work under deadlines, organize and prioritize work effectively.
- Ability to complete SHINE/SMP training coursework within the first three months of employment and be able to answer complex Medicare, Medicaid and Fraud related questions within the same timeframe.
- Ability to relate positively to older individuals, the general public, Agency and community representatives.

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- Must hold a valid Florida drivers' license, vehicle insurance and reliable transportation
- Ability to work effectively in a high demand and fast paced environment to respond to changing priorities
- Knowledge of area programs, community resources and services and internal Agency practices and policies
- Ability to establish and maintain professional communications and relationships with various organizations/agencies and to be able to effectively interact with other staff members, provider representatives, clients and potential clients, other partner organizations and community leaders.
- Ability to establish a course of action for oneself and others to accomplish specific goals; plan proper and timely accomplishment of goals and appropriate use of resources. Ability to team with others as required.
- Takes personal responsibility and demonstrates accountability for actions
- Considerate and respectful of diversity of others
- Committed to personal/professional growth and development
- Conducts self appropriately in work situations when representing the Agency and displays a high level of integrity
- Ability to display initiative; flexibility and self-motivation

Required Skills and Knowledge

- Ability to use computer and Microsoft Office products including Outlook, Word and Excel
- Possesses the ability to communicate effectively and concisely
- The incumbent/candidate must successfully clear a Level II background screening and drug screening in order to hold this position

Minimum Qualifications

- Graduation from a standard high school with (4) years of administrative support experience with extensive word processing and database skills
- Associates Degree preferred
- Fluency in both English and Spanish
- Demonstrated proficiency in Microsoft Office Suite (includes keyboard skills and data entry)
- Demonstrated presentation, communication, and customer service skills
- Broad knowledge of the aging network is preferred but not required
- May be required to successfully complete specialized training

Physical Requirements

- Ability to work under stressful situations
- Must have own dependable transportation, a valid license, and insurance coverage, and the ability to travel within three hours of primary office location
- Pleasant and clearly understandable telephone voice
- Ability to lift and carry at least 25 pounds

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- Ability to operate computer and other office equipment
- Ability to sit at a desk for more than two hours at a time
- Ability to bend and stoop in order to file and shelve

Work Environment:

The work environment characteristics are representative of those an employee encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee Acknowledgement:

I acknowledge that I have received and read my job description. I understand that my job or position may change at any time with or without an updated job description and additional instructions from my supervisor may substitute for an updated job description. I acknowledge that questions about my job, job description or job performance should be directed to my supervisor.

Employee Signature: _____ Date: _____

Employee Printed Name: _____

The statements in this job description are intended to describe the general nature and minimum level of work required. The content should not be construed as a complete list of all duties, responsibilities and skills required to meet the criteria for this position. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.