

HEALTH INSURANCE INFORMATION COORDINATOR (OFA)

DISTINGUISHING FEATURES OF THE CLASS: This is a position at the Ulster County Office for the Aging (OFA) which oversees and coordinates the Health Insurance Information Counseling and Assistance Program (HIICAP) and provides NY Connects information and assistance for Ulster County. The incumbent is responsible for recruiting and training volunteers, conducting outreach and educational/informational events across Ulster County, assisting Ulster County residents, caregivers, family members and service providers with Medicare coordination and in obtaining long term services and support, as well as providing a variety of current and accurate information regarding HIICAP. The employee works under the general direction of the Deputy Director and Director of the Office for the Aging. Direct and general supervision is exercised over volunteers involved in the delivery of programs to the elderly. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all the following, as well as other related activities not described.

Coordinates the Health Insurance Information Counseling and Assistance Program (HIICAP) and provides NY Connects information and assistance for Ulster County;

Assists Ulster County residents, caregivers, family members and service providers with Medicare coordination and in obtaining long term services and support;

Recruits and trains volunteers to assist with HIICAP counseling;

Provides ongoing training and support to volunteers ensuring their overall knowledge of HIICAP;

Provides low-income Medicare beneficiaries with one-on-one assistance in completing Medicare Low-Income Subsidy (LIS) and Medicare Savings Program (MSP) applications;

Conducts outreach and educational/informational events across Ulster County that address Medicare and other health insurance concerns of senior citizens, family members, caregivers, those approaching Medicare age and/or retirement age;

Provides current and accurate HIICAP information to the public through printed materials, local television and radio programs, local area senior citizen newspapers, OFA Newsletter and other newspapers distributed throughout Ulster County;

Maintains confidential electronic records on the database specified by the New York State Office for Aging (NYSOFA), satisfying the requirements set forth by NYSOFA;

Oversees all data entered by the HIICAP team and provides reports as required by NYSOFA and the Ulster County Director of OFA;

Provides reports as needed;

Attends conferences and meetings as needed.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of the Health Insurance Information Counseling and Assistance Program (HIICAP); good knowledge of Medicare and related programs and benefits; working knowledge of databases; ability to conduct outreach and provide educational information to the public, both orally and in writing; ability to recruit and train volunteers, ability to oversee the work of others; ability to provide reports; ability to establish and maintain relationships with others; good organization skills, initiative, resourcefulness; dependability; tact and patience.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's or higher level degree which included a minimum of 30 semester credit hours in social science, management, public administration, public health administration, business administration or closely related field; **OR**
- B. Graduation from a regionally accredited or New York State registered college or university with an Associate's degree which included a minimum of 30 semester credit hours in social science, management, public administration, public health administration, business administration or closely related field and two (2) years of full-time paid, or its part-time equivalent work experience in a program providing services for the aging in a recognized social agency adhering to acceptable standards which provides or coordinates the provision of human services; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and four (4) years of full-time paid, or its part-time equivalent work experience in a program providing services for the aging in a recognized social agency adhering to acceptable standards which provides or coordinates the provision of human services; **OR**
- D. Six (6) years of full-time paid, or its part-time equivalent work experience in a program providing services for the aging in a recognized social agency adhering to acceptable standards which provides or coordinates the provision of human services; **OR**
- E. An equivalent combination of training and experience as described in A, B, C and D above.

Special Requirement: At time of appointment, and throughout employment in this title, candidates must possess a valid New York State driver's license.

ULSTER COUNTY
3400 HII CD OFA
Classification: Proposed Non-Competitive
MGT

Adopted: September 24, 2020