

## Older Adults Benefits Specialist

**DEPARTMENT:** Senior and Family Services

**REPORTS TO:** Supervisor, Senior and Family Services - Northfield

**FLSA STATUS:** Exempt

**LOCATION:** Arthur C. Nielson, Jr. Campus in Northfield, IL (other offices/locations as needed)

**PT/FT:** Full-time (5 days, 35 hours per week)

**SUMMARY:** The Older Adults Benefits Specialist assists, educates, represents, and advocates for older adults to overcome barriers to participation in public benefit programs to which they are entitled. This position is responsible for oversight of volunteers who assist clients applying for benefit programs.

### **DUTIES AND RESPONSIBILITIES:**

- Meets face-to-face with clients in the Senior and Family Services offices (locations in Northfield, Niles, and Evanston).
- Assists with volunteer recruitment.
- Supervises and supports volunteers, in collaboration with on-site supervisors.
- Maintains certification and training requirements for benefits assistance, including Low Income Home Energy Assistance Program (LIHEAP), Senior Health Insurance Program (SHIP), and Public Aid.
- Conducts training sessions for benefit volunteers.
- Evaluates and monitors the effectiveness of services.
- Educates the community on benefit services available to seniors.
- Assists in resolving LIHEAP and SHIP issues.
- Attends staff meetings.
- Performs other related duties as assigned by management.

### **SUPERVISORY RESPONSIBILITIES:**

- Directly supervises approximately 15 volunteers across three sites.
- Responsibilities include interviewing, hiring, and training volunteers; planning, assigning, and directing work; addressing complaints and resolving problems related to volunteers.

### **QUALIFICATIONS:**

- Master's degree in social work (MSW), counseling, or related field; or the equivalent combination of education and experience
- Minimum of two years' experience working with older adults
- Experience providing benefits support to seniors
- Strong interpersonal and organizational skills
- Experience leading a team; project management/coordination, preferred
- Experience working with volunteers, preferred
- Sensitivity to cultural diversity
- Ability to travel and work at North Shore Senior Center's three Senior and Family Services sites (Northfield, Niles, and Evanston)

- Certificates, licenses and registrations required: Low Income Home Energy Assistance Program (LIHEAP), Senior Health Insurance Program (SHIP) – these certifications may be obtained upon hire
  - Computer skills required: Microsoft Office Suite (intermediate to advanced), state computer systems and agency proprietary software (training for the latter two systems upon hire)
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**To be considered for this position, please send your resume and salary requirements to [hr@nssc.org](mailto:hr@nssc.org).**

*EOE: North Shore Senior Center is an equal opportunity employer; applicants are considered for all positions without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), marital status, parental status, national origin, age, disability, veteran status, genetic information, or any other status protected by applicable federal, state or local law.*