



CASCADE COUNTY

Job Vacancy Announcement

Submit all application materials to:
Cascade County Human Resources Department
325 2nd Ave N #108
Great Falls, MT 59401

Applications available at the Cascade County Human Resources Dept., www.cascadecountymt.gov or Job Service.

Position: State Health Insurance Program/Information & Assistance Coordinator

Schedule: Full-time with Benefits

Department: Aging Services

Salary: \$16.50 per hour

Closing Date: Open Until Filled

Education/Experience/Training:

- High School Diploma, HSE or GED required, Associates Degree in Business Management, Human Services, Communications or related field preferred.
- **Or** any equivalent combination of education and experience relevant to the position to equal to four (4) years of experience performing customer service, office management, insurance or Medicare involvement.
- Ability to use Sign Language is beneficial but not required.

Certifications:

- Valid Driver's License issued by the State of Montana.
- Successful completion within probationary period and maintenance of SHIP and I/A Certification.

JOB SUMMARY: The State Health Insurance Program/Information & Assistance Coordinator (SHIP/I&A Coordinator) at the Cascade County Aging Services Department (Aging Services) works closely with local partners to provide a variety of outreach, counseling and training services to educate and assist seniors and/or Medicare eligible clients and their families with access to available information and resources within the community to make informed health insurance decisions. The SHIP/I&A Coordinator will assess options, alternatives and solutions that are directed toward meeting the health insurance needs, optimizing access to care and benefits, and protecting health care rights of senior and/or disabled Montana Medicare beneficiaries and/or their families, attend all webinars, seminars, meetings and engagements with funding source programs, complete all required reports, forms and documentation within the required timeframes, read and interpret complex insurance forms, directions and brochures and effectively translate information into understandable terms for clients and perform other related duties as required or assigned.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES: Take complex, often conflicting information, from multiple sources and make determinations about relevance and validity; assess options and alternatives and solutions that are directed toward meeting the health insurance needs and protecting health care rights of Montana Medicare beneficiaries who are elderly or disabled and/or their families; interact positively with other County employees, clients, customers, families, State and Federal agencies, providers and support professionals in the community in a professional and respectful manner at all times; adhere to strict standards of confidentiality; attend all webinars, seminars, meetings and engagements with funding source programs; complete all required reports; complete all forms and documentation within the required timeframes; practice professional communication and listening skills; exercise sound interpersonal skills and the ability to be tactful, diplomatic and non-judgmental; use effective time management and organizational skills; ability to provide Public Relations and Outreach across multiple platforms; build community partnerships and cooperative efforts for projects; read and interpret complex insurance forms, directions and brochures and be able to relay information to the clients in user friendly terms; perform other related duties as required or assigned.

Knowledge and understanding of: County, State and Federal regulations regarding the programs within CSD, in particular the Older American Act Title III, Long-term care facilities and related services, Medicare rules and regulation, State Health Insurance Program Certification and maintain that certification throughout employment, Community Partners in Services, Veterans Affairs and Social Security, health insurance or Medicare insurance billing or be able to gain the knowledge rapidly, Microsoft Office Word, Excel, Outlook, virtual meeting platforms, social media and use of the Internet, web-based database operations, Oracle and Access, for compiling client's information and reporting to the State and Federal Government, Privacy and Confidentiality laws and rules, such as HIPPA, Cascade County Operations Manual, safety rules, policies, procedures and practices.

Ability to: Establish effective working relationships with management, employees, State agencies, other County departments and the general public, problem solve, apply critical thinking and communicate effectively and work with many different cultures respecting their heritage and traditions, prepare accurate and reliable reports containing findings, recommendations and technical documentation, proficiently operate a computer and a variety of office equipment to complete required job duties, travel out of town for day trips with some occasional overnight trips, most travel will be within Cascade County, occasional out-of-state travel for

conferences and trainings, perform a wide variety of tasks with accuracy and speed under the pressure of time sensitive deadlines, accept responsibility and be self-motivated, interpret complex forms and explain forms to clients, quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology, exercise sound judgment and decision-making skills within established policies and procedures, frequently inform supervisor of problems, successes and other program details, identify problems that adversely affect the organization and its functions and offer positive suggestions for improvements, respond promptly to requests for service and assistance from the public and various office personnel, meets established timelines and/or deadlines, adapt to changes in the work environment and accept frequent change, delays and/or unexpected events, read and comprehend materials and analyze and compile information, communicate information clearly and concisely with others both orally and in writing, process and manage confidential information, adhere to strict standards of confidentiality, follow verbal and written instructions, maintain concentration during frequent interruptions, observe work hours and demonstrate punctuality, interact with the public or other employees in a professional, respectful and courteous manner, interact with challenging individuals and display sound judgment under stressful situations, observe established lines of authority, accept responsibility and be self-motivated, perform other related duties as required or assigned.

The successful applicant shall serve a 6-month probationary period and will have a criminal background check conducted. The results thereof may disqualify the applicant from consideration for employment with the County.

Notice to Applicants: Applicants who are claiming Veteran's or Handicap Preference **must** provide a DD-214 Discharge Document (**Part 4**) or DPHHS Handicap Certification **and** Employment Preference Form with their application for employment so Cascade County may apply the preference during the selection process.

Cascade County makes reasonable accommodations for any known disability that may interfere with the applicant's ability to compete in the recruitment and selection process or an employee's ability to perform the essential duties of the job. For Cascade County to consider such arrangements, the applicants must make known any needed accommodations.

CASCADE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER