

#105 Benefit Enrollment Specialist
Classification Level 9
Kenosha Achievement Center, Inc.
1218 – 79th Street, Kenosha, WI 53143

Internal: 11/30/2021 External: 12/2/2021

Hours: Up to 40/week

Apply To: Heather Vanoss

REPORTS TO: Elder and Disability Benefits Supervisor

HAS DIRECT REPORTS? No

JOB SUMMARY:

This is a full-time, professional project position that provides comprehensive education, screening and enrollment in FoodShare, Low Income Subsidy, Medicare Savings Program, Medicaid, and Low Income Home Energy Assistance Program. This position coordinates with other county, community, and governmental agencies.

TYPICAL RESPONSIBILITIES:

1. Obtain an expert-level understanding of public benefits to offer in-depth analysis and advocacy.
2. Advise and counsel individuals and family members of eligibility rules and application procedures for public benefits through phone, virtual, and face to face meetings.
3. Provide assistance with applications for public benefits and conduct follow up with eligibility determination.
4. Conduct outreach in the community to those who may be eligible for public benefits including initiating partnerships with area providers.
5. Participate in collaborative meetings and service provision.
6. Adhere to confidentiality standards.
7. Timely completion and proper data entry and submission of paperwork.
8. Participate in ongoing benefits enrollment training, continuously improving cultural proficiency and the ability to work with a diverse population.
9. Maintain a safe environment for all co-workers and consumers.
10. Comply with all KAC and ADRC policies and guidelines.
11. Perform other duties as assigned by supervisor.

OCCASIONAL RESPONSIBILITIES:

1. Solicit feedback from participants and other stakeholders.
2. Assist in the development of tools for the communication and promotion of the program.
3. Meet with people in their homes to assist with applications for benefits.

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.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in human services, social work or a related field
- Experience working with public benefits programs
- Strong analytical skills with math aptitude

KAC IS AN EQUAL OPPORTUNITY EMPLOYER
Revised 8/7/2020

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- Strong verbal and written communication skills
- Must have a vehicle that the KAC determines to be in good working order
- Must have a valid driver's license and a clean driving record and minimum required vehicle insurance.

PREFERRED QUALIFICATIONS:

- Able to speak a second language
- Experience as a benefits advocate

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 the essential functions.

While performing the duties of this job, the employee is frequently required to sit, stand, walk, kneel and stoop. Approximately 30% of time will be spent walking or standing. The ability to communicate effectively with individuals and groups is critical to this job. Physical dexterity requirements of the job include the use of a telephone and computer/electronic equipment.

The employee must lift, push & pull a minimum of 50 pounds with help, 10 pounds alone, navigate a variety of environments.

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

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 the 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.