

north shore senior center

JOB TITLE: Older Adults Benefits Specialist

EMPLOYER: North Shore Senior Center

FLSA STATUS: Exempt

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

PT/FT: FT (35 hours/week)

Are you passionate about serving older adults? Would you like to make a difference in the lives of those we serve? If you answered yes, then you will enjoy working at North Shore Senior Center! We are in search of a caring and compassionate Older Adults Benefits Specialist to join our team. We are looking for someone who will bring their experience and passion to support the independence and well-being of older adults.

NSSC is a small non-profit social services agency with just over 100 employees. For the third year in a row, Chicago Tribune has recognized NSSC as a Top Workplace in the Chicagoland area. We work hard to foster a very supportive work environment that promotes a healthy work-life balance. We invest in the training and support of new employees as they start in this new role. Additionally, NSSC provides 18 hours of continuing education opportunities annually.

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 and Niles)
- 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

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 two Senior and Family Services sites (Northfield 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)

To be considered for this position, please send your resume and salary requirements to hr@nssc.org.

EOE: North Shore Senior Center is an equal opportunity employer; applicants are considered for all positions without regard to race (including traits associated with race including, but not limited to, hair texture and protective hairstyles such as braids, locks and twists), 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.