

**JOB TITLE:** Older Adults Benefits Specialist

**EMPLOYER:** North Shore Senior Center

**FLSA STATUS:** Exempt

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

**FT/PT:** Full-time (35 hours/week)

Are you passionate about supporting the well-being of older adults? Do you want to make a meaningful difference in the lives of the 24,000 individuals we serve each year? If so, North Shore Senior Center could be the perfect place for you! We are currently looking for a dedicated Older Adults Benefits Specialist to join our team.

As a “Best & Brightest” company to work for, NSSC is a nationally accredited 501(c)(3) nonprofit, committed to enhancing the lives of older adults across a broad spectrum of needs—from those living independently to those needing comprehensive care. Our wide range of services includes specialized dementia care, social services, educational and wellness programs, and volunteer opportunities, all designed to enrich the lives of older adults across the 26 communities we serve.

**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
- Attends scheduled staff meetings
- Performs other related duties as assigned by management

#### **SUPERVISORY RESPONSIBILITIES:**

- Directly supervises approximately 15 volunteers across two 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 Niles)
- 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](mailto: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.*