



PO BOX 850, 2748 Wagener Street, Aiken, SC 29802

P | 803-649-7981

F | 803-649-2248

www.lscog.org

ADTRC- Senior Health Insurance Assistance Programs (SHIAP) Coordinator

The Lower Savannah Council of Governments, a regional planning and development agency located in Aiken, SC, is seeking qualified applicants for the position of Senior Health Insurance Assistance Programs (SHIP) Coordinator the Aging, Disabilities, Transportation Resource Center (ADTRC) Division. Primary duties include implementation of the State Health Insurance and Assistance Program (SHIP/SHIAP) and Senior Medicare Patrol (SMP) programs per program policy and procedures as set forth by the Older American Act. The coordinator is the primary contact for persons seeking information, direct counseling or assistance related to Medicare, Medicaid, Prescription Drug plans, Medicare supplemental insurance and various other requests for assistance or information. The position also includes public speaking to promote the program goals and to represent Lower Savannah COG ADTRC at various events in the region.

Candidate must be detail oriented, have excellent oral and written communication skills. Working knowledge of insurance benefits programs and services. Must be proficient in Microsoft Office software. Travel within a six-county region required. Must pass a background check. Bachelor's degree in human services or social science such as Sociology or Psychology preferred. For more information visit LSCOG.org

Qualified applicants should send résumé to Judith Richburg, email jrichburg@lscog.org or mail to P.O. Box 850, Aiken, SC 29802. Resumes accepted through March 1, 2024, or until position is filled.

The Lower Savannah Council of Governments is an Equal Opportunity Employer.

Salary range upper thirties



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CLASSIFICATION: NON-EXEMPT

REPORTS TO: ADTRC PROGRAMS MANAGER/SENIOR LONG TERM CARE OMBUDSMAN

ADTRC SENIOR HEALTH INSURANCE ASSISTANCE PROGRAMS (SHIP) COORDINATOR

The Senior Health Insurance and Assistance Program Coordinator is responsible for implementation of the Aging, Disabilities, Transportation, Resources Center's (ADTRC) State Health Insurance and Assistance Program (SHIP & SHIAP), and Senior Medicare Patrol (SMP) programs. The coordinator is the primary contact for persons seeking information, direct counseling or assistance related to Medicare, Medicaid, Prescription Drug plans, Medicare supplemental insurance and various other requests for assistance or information. The coordinator will be responsible for ensuring any staff or volunteer who provide Medicare or other insurance counseling to seniors receives initial and ongoing certification training as required by the SC Department on Aging SHIP, SHIAP, or SMP program standards. The coordinator will serve as the ADTRC liaison and oversight of the needs of ADTRC partner programs Medication Assistance Program (MAP) and Savannah River Site Retirement Association (SRSRA).

Responsibilities include:

1. Carry out daily activities related to insurance counseling and assistance to seniors, outreach, client education, advocacy and referral as required by the Terms and Conditions associated with funding for SHIP, SMP, I&R activity.
2. Coordinate / provide training for staff and/or volunteers with the partner programs such as Medication Assistance Program-MAP and Savannah River Site Retiree Association -SRSRA.
3. Plan and participate in community events throughout the region to educate the public on ADTRC programs and services.
4. Plan and coordinate the annual Medicare open enrollment for the ADTRC Division and partner programs. (SRSRA and MAP)
5. Assist clients during the Medicare Annual Election Period with medication prescription plan review and enrollment as requested by the client.
6. Receive and return calls seeking general information, assistance or referral for programs or services for seniors or persons with disabilities. Coordinate with the Information and Referral Specialist. Regularly monitoring, tracking, and reporting consumer and stakeholder feedback, complaints, etc.
7. Inputting and reviewing client information in the State supported and division data systems.
8. Collecting data and preparing reports related to SHIP, SMP, SRSRA, MAPS as required by SCDOA, LSCOG, United Way and any other relevant funding source.
9. Maintain compliance with SCDOA and other applicable laws, regulations and operating requirements pertaining to SHIP, SHIAP & SMP.
10. Prepare and maintain partner program (SRSRA and MAP) partnership agreements.



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11. Verify assigned staff and partner program entity compliance with SCDOA training, and regulatory requirements.
12. Represent LSCOG as needed at local, state and other meetings.
13. Collaborating on activities with other members of the ADTRC Division as well as COG staff members.
14. Administer grant program requirements and recommend expenditures for approval by ADTRC Senior Programs Manager, ADTRC Administrator, Executive Director, and/or Assistant Executive Director.
15. Serve as a technical advisor on SHIP, SMP, I&R, MAPS, SRSRA related issues to the ADTRC Programs Manager/Senior Long Term Care Ombudsman ADTRC Administrator, Executive Director, and Assistant Executive Director.
16. Perform other duties assigned by the ADTRC Programs Manager/Senior Long Term Care Ombudsman, ADTRC Administrator, LSCOG Executive Director or Assistant Executive Director.

Educational Requirements:

Bachelor's Degree in Human Services, Social Work, Sociology or Psychology and two (2) years of human services benefits experience; or combination of training and progressively responsible social or human services experience in a multi-faceted organization serving the public. Knowledge of benefit programs and services, experience in a multi-faceted public or nonprofit organization and proficiency with client assessments and database software preferred.

Required Knowledge, Skills, and Abilities:

1. Must become a Certified State Health Insurance Program (SHIP) and AIRS certified Counselor within one year of employment and maintain SHIP and Alliance of Information and Referrals Services (AIRS) certifications.
2. Working knowledge of Older Americans Act, SCDOA and LSCOG Area Agency on Aging Policies and Procedures.
3. Proficiency in Microsoft Office software programs.
4. Strong oral and written communication skills to effectively communicate and match the needs of consumers with the appropriate services.
5. Ability to be flexible and adaptive to respond quickly to changing work assignments.
6. Driving agency vehicles to various locations (i.e., community outreach locations, senior care facilities, senior meal sites, etc.), within the six counties of Aiken, Allendale Bamberg, Barnwell, Calhoun or Orangeburg in carrying out the above duties. As well as traveling to necessary training or programmatic meetings outside of the region as needed.
7. A valid driver's license is required.
8. Must pass a background check.



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Salary Range and Current Benefits

Salary Range – upper thirties

Lower Savannah Council of Governments is a member of the South Carolina State Employee Health Insurance and Retirement Programs.

13 paid holidays annually and paid annual and sick leave included with benefits.

Lower Savannah Council of Governments

Lower Savannah Council of Governments is a regional planning and development organization serving Aiken, Allendale, Bamberg, Barnwell, Calhoun, and Orangeburg Counties, in South Carolina. It is the mission of Lower Savannah Council of Governments to work on behalf of local governments to develop, implement and administer plans, programs, and projects in cooperation with local, state and national stakeholders, to improve the quality of life for residents in the Lower Savannah Region.