

**Blount County Community Action Agency
Office on Aging Benefits Enrollment Manager**



Definition

Under direct supervision of the Office on Aging Director, the Benefits Enrollment Manager manages the day-to-day operations of the benefits enrollment program which serves Blount County's elderly & disabled population. This position is grant-funded for a period of 21 months.

Duties and Responsibilities

- Manage services and follow all program and agency policies
- Operate program within available funding levels
- Manage and maintain systems related to the program, including volunteer and client files, database records, operations, outreach scheduling, reports, quality assurance surveys
- Assist with recruiting, screening, training, supervising, scheduling and evaluating volunteers
- Ensure that clients receive proper volunteer services, outreach, and follow-up, including all required documentation, enrollments, and program evaluations
- Schedule outreach events for volunteers
- Train and supervise volunteers, recruiting suitable trainers as needed
- Receive and respond to client telephone inquiries in timely manner
- Perform client screening over the phone, using Benefits CheckUp online
- Monitor database entries and files regularly for accuracy and completeness
- Ensure that files, database records and reports are complete, accurate, current and properly secured
- Submit accurate data required for reimbursements, and monthly, quarterly and annual reports and other information necessary to inform funders, participants, and the community in a timely manner
- Participate in program development, training, and marketing
- Network with community partners and develop strong partnerships
- Attend meetings and trainings as required
- Other duties, as assigned

Qualifications

- Graduation from an accredited four-year college or university, or comparable experience, is preferred
- Passion for service and compassion for seniors & the disabled
- Patience and congeniality
- Attention to detail
- Proven organizational and volunteer management skills
- Strong communication and interpersonal skills
- Computer database experience and skills
- Flexibility and creativity
- Experience in developing volunteer reward and recognition programs
- Mentoring and coaching skills
- Problem-solving skills

I have received a copy of this job description and have accepted it as my terms of employment:

Employee Signature

Date

Supervisor Signature

Date