

Cascade County

Job Vacancy Announcement

Position: Senior Medicare Patrol Volunteer Coordinator	Closing Date: May 24, 2012
Dept.: Aging Services	Dept. Adm.: Rob Rung
Type of Position: Part-time up to 15 hours a week	Salary: \$10.00 per hour
Applications available at Cascade County Human Resource Department, www.co.cascade.mt.us or Job Service	
All application materials must be turned in to the Cascade County Human Resources Department and date stamped by 5:00 p.m. on the closing date.	

DESCRIPTION OF POSITION

This position involves recruiting and coordinating volunteers for the Senior Medicare Patrol (SMP) program through outreach activities and education on how to read Medicare and Medicaid billing materials. This position is on an "as needed" basis and will likely average 15 hours per week. Reads and interpret complex insurance forms, directions and brochures and able to translate information into understandable terms for the average client; interacts positively with other county employees, clients, customers, families, State and Federal agencies, providers, and support professionals in the community in a professional and respectful manner at all times; adheres to standards of confidentiality; attends all webinars, seminars, meetings and engagements with funding source programs; completes all required reports; completes all forms and documentation within the required timeframes; effective communication and listening skills; good interpersonal skills and the ability to be tactful, diplomatic, and non-judgmental; effective time management and organizational skills; public relations and outreach techniques; building community partnerships and cooperative efforts for projects; performs other duties as assigned.

JOB REQUIREMENTS

Knowledge and understanding of: County, State, and Federal regulations regarding the programs within Aging Services, in particular the Older American Act Title III, Long-term care facilities and related services, Medicare rules and regulation, State Health Insurance Program; Community Partners in Services; Veterans Affairs and Social Security; Microsoft Office software, (Word, Excel, Outlook), Internet and E-Mail; Cascade County Operations Manual; Safety rules, procedures and practices.

Skills in: Operating a personal computer using word processing spreadsheet and database applications appropriate to assigned duties; performing a wide variety of tasks with accuracy and speed under the pressure of time sensitive deadlines; interpreting complex forms and explain forms to clients; time management and organization; operating a variety of office equipment; reading and comprehending materials; analyzing and compiling information.

Ability to: Establish effective working relationships with management, employees, State agencies, other county departments, and the general public; problem solve and communicate effectively and work with many different cultures respecting their heritage and traditions; prepare accurate and reliable reports containing findings, recommendations, and technical documentation; day travel out of town and some occasional overnight trips, most travel will be within Cascade County; quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology; meet challenges with resourcefulness through original thinking and creativity; develop solutions; respond promptly to requests for service and assistance from the public and various office personnel; meets established timelines and/or deadlines; deal with frequent change, delays or unexpected events; adhere to standards of confidentiality; follow verbal and written instructions; maintain concentration during frequent interruptions; observe work hours; demonstrate punctuality; work collaboratively with management and co-workers; observes established lines of authority; identify problems that adversely affect the organization and its functions and offers suggestions for improvements.

EDUCATION AND EXPERIENCE REQUIREMENTS

High school diploma or GED **and** 2 (two) years experience in an office environment. Must have a Valid Montana Driver's License. Must be or become certified in Senior Medicare Patrol Program (SMP) from Missoula Aging Services as well as State Health Insurance Program (SHIP) and Information/Assistance program from the State of Montana.

The successful Applicant must serve a 6 month probationary period and may have a criminal background check conducted. The results thereof may disqualify the Applicant from consideration for employment with the County.

Notice to Applicants: Applicants who are claiming Veteran's or Handicap Preference should provide a DD-214 Discharge Document or DPHHS Handicap Certification with their application for employment so that Cascade County may apply the preference during the selection process.

Cascade County makes reasonable accommodations for any known disability that may interfere with the applicant's ability to compete in the recruitment and selection process or an employee's ability to perform the essential duties of the job. For Cascade County to consider such arrangements, the applicants must make known any needed accommodations.

CASCADE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER.