



Title: Health Resources Coordinator

Description of Work:

The Health Resources Coordinator works closely with the clinic team to ensure that older adults and other Medicare beneficiaries in Durham are connected to our services and other relevant programs that support well-being. S/he also serves as a Medicare insurance counselor, especially during the seven-week Medicare Open Enrollment Period. All work is to be directed toward the agency mission: Senior PharmAssist promotes healthier living for Durham seniors by helping them obtain and better manage needed medications and by providing health education, Medicare insurance counseling, community referral, and advocacy.

Health/Community Referrals

- Collect information from individuals requesting our assistance and determines type of appointment needed
- Conduct screening interviews with older adults to check eligibility for Senior PharmAssist’s financial assistance with medications and to understand additional needs they may have
- Help pilot – and provide feedback – for a new online secure community referral platform (NCCARE360) to see if it works well for our agency and participants
- Work closely with the clinic team to document our referrals, including follow-up measures
- Well-versed with local and governmental financial assistance programs and other community-based services, including networking with other aging and disability service providers to make sure we have accurate information
- Work with the clinical pharmacists to help participants access medications from the various prescription assistance programs
- Work closely with the Community Services Director and Administrative Assistant to ensure everyone is contacted when they need return appointments
- Arrange transportation or home visits as needed
- Conduct outreach events with seniors groups that are interested in our work as needed

Medicare/SHIIP

- Successfully complete the online Seniors’ Health Insurance Information Program (SHIIP) training course to ensure competency in Medicare insurance counseling
- Conduct face-to-face Medicare insurance counseling sessions with participants especially during the seven-week Medicare Open Enrollment Period
- Maintain updated knowledge of Medicare guidelines, including Medicare Part D, Medicare Advantage, and Medicare supplements
- Conduct online Medicare D “low income subsidy” applications for those who appear eligible
- Perform other duties as assigned by the Community Services Director

Organizational Relationship:

- The Health Resources Coordinator reports to the Community Services Director.

Qualifications and Performance Standards

- Master's degree in public health, social work, gerontology, or related field preferred
- Experience working with older adults preferred
- Experience in insurance counseling or one-on-one community referral preferred
- Strong and detail-oriented organizational skills
- Clear and effective communication in written and oral form with diverse populations

Competitive salary and benefits

Open until filled but looking to hire ASAP and begin immediately

Apply through [indeed.com](https://www.indeed.com)

No calls or emails please

Senior PharmAssist is an equal opportunity employer

