

POSITION DESCRIPTION

Title: Ohio SMP Project Associate

Reports To: Ohio SMP Project Manager

The Ohio SMP Project Associate is a full-time position.

Duties and Responsibilities:

Pro Seniors' Ohio SMP (Senior Medicare Patrol) is a statewide program that recruits and trains senior volunteers to educate their peers about taking an active role in the detection, prevention and reporting of health care fraud waste and abuse. Ohio SMP is funded by a grant from the Administration for Community Living. The Ohio SMP Project Associate will work under the general supervision of the Ohio SMP Project Manager.

The Project Associate will provide a diverse range of project support duties for Ohio SMP and will be responsible for a variety of tasks which includes but is not limited to the following:

- 1) Receive all incoming calls for Ohio SMP and process them in a timely, courteous, professional and effective manner. Responsibilities include but are not limited to: a) handling Simple Inquiry calls, such as requests for information about Ohio SMP activities, questions about Medicare, Medicare Part D, other health care or related benefits, and information about how to obtain and access services and materials provided by other sources or organizations; b) making appropriate referrals to in-house programs and to other non-profit, community and governmental agencies; and c) recording all activities in SIRS (the SMP Information and Reporting System), the web-based electronic tool for managing, tracking and reporting the SMP program outcomes to the federal government.
- 2) Obtain intake information from callers related to Complex Interactions regarding possible health care fraud and input intake information into SIRS (the SMP Information and Reporting System). As directed by Project Manager, assist in investigation and resolution of Complex Interactions.
- 3) Travel to and participate in Ohio SMP community education events, including presentations, health fairs and senior expos, as needed. Some overnight travel will be required.
- 4) Travel to and represent Ohio SMP at partner meetings and events. Some overnight travel will be required.
- 5) Provide SMP training at volunteer training sessions.
- 6) Assist Project Manager with federal and internal reporting.
- 7) Collaborate with Volunteer Coordinator and Administrative Assistant on all aspects of preparation for volunteer training sessions, including but not limited to assembling, copying and collating training manuals, processing registration, preparing name tags and site preparation.

8) Collaborate with Volunteer Coordinator and Administrative Assistant to respond to requests by Ohio SMP volunteers for support and materials for community education events, including presentations, health fairs and senior expos by assembling, copying and mailing the appropriate materials. The focus of the Project Associate in this regard will be on maintaining an inventory of volunteer supplies, ordering additional supplies as needed and developing a system for distribution to volunteers.

9) Comply with required administrative tasks, including accurate completion of time records and leave requests.

10) Perform other reasonably related duties as assigned by the Project Manager or Executive Director.

11) Comply with all Pro Seniors' policies and procedures.

Experience and Qualifications:

- Bachelor's degree required.
- Strong desire to assist seniors.
- Excellent oral and written communication skills.
- Strong track record of professionalism and work responsibility.
- Ability to use Microsoft Office applications at an intermediate level, as well as internal case management and other databases.
- Proven ability to work cooperatively in a team environment.
- Proven ability to collaborate with community groups in outreach efforts.
- Comfort with public outreach events and public speaking.
- Driver's license, car available and evidence of automobile insurance.

Benefits:

- Health insurance coverage – 80% of single coverage paid by Pro Seniors
- Dental insurance coverage – 80% of single coverage paid by Pro Seniors
- Life insurance (2 times salary)
- Long-term care disability insurance
- Paid annual leave and sick leave
- Mileage/travel reimbursement

Term of Service and Work Schedule:

The Project Associate position is subject to grant funding availability. The Project Associate is required to work at least 40 hours per week. Office hours are 8:00 a.m. to 6:00 p.m. Monday through Friday. Project Associate normally is expected to work during office hours, but must maintain a flexible schedule to comply with office and project needs that may infrequently include evening and weekend hours.

Date: _____

Project Associate Signature