JOB DESCRIPTION

TITLE: SERVICES SPECIALIST

SUPERVISOR: SPEICAL PROJECTS COORDINATOR HOURS PER WEEK: 20-25

When you are in the business of providing services to aging and disabled Kansans, you’re in the people business. At East Central Kansas Area Agency on Aging we want every customer experience to be distinctly personal. The challenge is complex. When people call us for help, their focus is on getting the best information and care possible. We provide them with facts, help them understand their options, and refer them to other resources as necessary. We will coordinate customers’ in-home services when appropriate and assess their eligibility for KanCare programs. Our customer service team is responsible for making every customer contact informative, productive, positive, and memorable because that’s how much we care.

QUALIFICATIONS:

* High School Diploma or General Education Diploma
* 4 years work experience with the aging and/or disabled population
* Work experience with Medicaid population preferred but not required
* Valid Driver’s License and clean Motor Vehicle Report

COMPETENCIES:

* Demonstrate good listening skills
* Strong written and verbal communication skills
* Pleasant and positive attitude
* Patience and conflict resolution skills
* Detail oriented and organized
* High level of integrity and confidentiality
* Dependable and responsible
* Good time management skills
* Working knowledge
* Working knowledge in Windows environment including navigation skills
* Working knowledge of Office 365

RESPONSIBILITIES:

* Contacting case managed customers/family members/providers to confirm in-home services are being provided as outlined on customers’ plans of care.
* Assisting case managed customers with all activities related to accessing Custom Care funding for purchasing items and services.
* Assisting case managed customers with applying for KanCare, LIEAP, Farmer’s Market, and other programs as needed.
* Contacting and working with customers/providers to obtain required documentation for assessments.
* Completing Case Management quality assurance surveys with customers/family members.
* Providing Case Managed customers/family members with resources as needed.
* Assist HCBS assessed customers with completing new and annual KanCare applications including all follow up.
* Other duties as assigned.