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**POSITION ANNOUNCEMENT**

**Human Services Specialist IV (Area Agency on Aging Benefits Counselor )**

**STATE CLASSIFICATION JOB DESCRIPTION:** Performs highly advanced consultative work requiring specialized knowledge and skills in Medicare, Managed Care Plans/HMO, Medigap Policies, Medicaid, Long Term Care Insurance, Other types of insurance, Social Security, Surrogate Decisions, Individual rights, Institutional/Facility Care, Legal Issues, Veterans’ Issues, Consumer Issues, Frauds/Scams, and

other aging related issues/concerns.

**Human Services Specialist I, Class Code 5700, Salary Group B11**

**BEGINNING SALARY RANGE: $26,322 to $38,000**

**EXAMPLES OF WORK PERFORMED**

* Counsels’ clients and/or their family members and/or caregivers regarding public
benefits, medical entitlements, insurance, surrogate decision making, individual rights,
housing, institutional care and consumer issues.
* Interviews clients or their authorized representatives to determine current benefit
status and needs.
* Maintains working knowledge and understanding of Medicare rules and policies. Counsels’ clients regarding Medicare Parts A, B, C & D, Medicare Supplemental
Insurance, and Medicare Savings Programs.
* Builds and maintains effective collaborations and referral links with related private,
federal, state or local agencies.
* Maintains current knowledge, understanding and ability to effectively represent client in
appeals process for Medicare, Medicaid, and Social Security.
* Provides positive interaction with the public.
* Provides technical assistance to staff regarding Social Security, Medicare, and Medicaid
procedures and policies, benefits and requirements

EXPERIENCE AND EDUCATION

Experience in human services work. Graduation from an accredited four-year college or university with major coursework in human services, social science, business, or a related field is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

* Knowledge of community and government service delivery systems and case management delivery systems; of case guidelines, regulations, and policies; of interviewing techniques; of individual needs associated with disabilities and senior (age 60+); and of community welfare resources.
* Skill in interviewing, and in conducting individual needs assessments.
* Ability to convey instructions and explanations to clients and interested parties, and to negotiate available services and benefits.

***Please submit Via Email:***

1. Resume and
2. Completed [Central Texas Council of Governments job application](https://web.archive.org/web/20190428150353/https%3A/ctcog.org/wp-content/uploads/2014/01/Employment_Application_Form-Revised-07.06.16.pdf) to:

Anna Olvera

Executive Assistant

Central Texas Council of Governments

anna.olvera@ctcog.org

Position is open until filled.