

KIPDA
POSITION DESCRIPTION

Class Title: In-Person Assister Team Leader

Division: Social Services

Supervisor: Director of Social Services

Supervises: In-Person Assisters, Outreach Education and Enrollment Coordinator, Data Security and Reporting Technician

Class Characteristics: Under general administrative direction, will assure comprehensive oversight and implementation of the IPA (KIPDA Assister Program) services to KHBE Region 3, which includes outreach, education and enrollment activities prescribed by the Kentucky Health Benefit Exchange (KHBE); performs related duties as required.

General Duties and Responsibilities:

Essential:

1. Responsible for all oversight of the In-Person Assisters (IPA) for Region 3; directly supervises KIPDA Assisters; provides oversight and direction, including training to all IPAs.
2. Selects, trains, and assigns IPA work; evaluates the progress toward meeting contracted goals of IPA staff. Works with Division Director and KIPDA Assister Program Outreach and Education Coordinator to ensure all outreach, education and enrollment events are staffed.
3. Reviews IPA Assisters' completed work for continuity, timeliness of reporting, accuracy and goal attainment.
4. Assures the IPAs operate in compliance with KHBE state and federal regulations and Agency's policies and procedures.
5. Develops and maintains cooperative working relationships with Agency staff, community organizations, the public, etc.
6. Covers calls to/from interested parties when IPA staff are absent.
7. Conducts and attends meetings with others concerned with the KHBE. Meetings/events may be on weekends and/or evenings.
8. Responsible for networking with and assisting local businesses who require the assistance of an Assister.
9. Will facilitate meetings and assistance/enrollment events for employees and employers.
10. Assures all IPA reports are completed accurately and submitted within timeframes provided.
11. Assists with analysis of data and reports for program improvement and efficiency.

12. Assists in development, implementation and coordination of program goals and objectives; including maintaining and updating the policies and procedures manuals.
13. Work closely with Agency staff responsible for financial and reporting compliance to assure services and reporting are implemented as prescribed by the Agency and KHBE.
14. Responsible for obtaining and keeping new and current staff affidavits and filing such information with the KHBE as required.
15. Performs other duties as required.

Non-essential: None.

DESIRABLE QUALIFICATIONS

Training and Experience: Masters' Degree, preferred, in business administration, public health, health administration or related field supplemented by three years' related work experience, including supervisory experience of off-site personnel.

Special Knowledge, Skills and Abilities:

Knowledge:

1. Knowledge of community-based services.
2. Knowledge of federal and state laws and administrative regulations concerning the Affordable Care Act.
3. Knowledge of policies relating to the Kentucky Health Benefit Exchange.
4. Thorough knowledge of management techniques.
5. Thorough knowledge of quality assurance practices and systems.
6. Knowledge of social media use and processes.
7. Knowledge of local jurisdictions.

Skills:

1. Skill in critical review of data records.
2. Skill in use of computers and applicable applications
3. Skill in the preparation of detailed reports and plans.
4. Skill in strong interpersonal skills.
5. Skill in staff management.
6. Skill in organizational operations.
7. Skill in using Social Media in a professional setting.

Abilities:

1. Ability to formulate comprehensive policies and procedures and to communicate them clearly and concisely, both oral and written.
2. Ability to plan and supervise the work of subordinate professional staff.
3. Ability to handle stressful situations and staff members in stressful situations effectively.
4. Ability to be flexible in an ever-changing work environment.
5. Ability to make presentations to large and small community groups.

6. Ability to work as a team with colleagues and other professionals at KIPDA and other agencies within the network and community.

ADDITIONAL REQUIREMENTS:

Instructions: Somewhat general; many aspects of work are covered specifically but must also use own judgment.

Processes: Frequently requires refining existing work methods and developing new techniques, concepts, and/or programs within established limits or policies.

Review of Work: Supervisor spot checks completed work.

Analytical Requirements: Duties are of a complex nature, requiring judgment for which knowledge of many factors, where application of advanced or technical concepts, are required.

Tools, Equipment and Vehicles Used: Normal office equipment (computer, copier, telephone, fax machine, etc.); must operate vehicle as a job requirement.

Physical Requirements of the Job: Work is typically performed while sitting at desk or table in a climate-controlled environment with intermittent standing, stooping and walking; operating a vehicle is a requirement of the job, work is performed in a noisy environment.

Contacts: Frequent public and private contacts requiring tact and diplomacy are requirements of the job.

Confidential Information: Regular use of confidential information is a job requirement.

Mental Effort: Moderate.

Interruptions: Constant.

Special Licensing Requirements: Must possess and maintain a valid drivers' license.

Availability: N/A

Certification Requirements: Per state requirements.

Additional Requirements: None.

Overtime Provision: Exempt.

EOE

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