

KIPDA  
POSITION DESCRIPTION

Class Title: In Person Assister (IPA)

Division: Social Services

Supervisor: IPA Program Manager

Supervises: None

Class Characteristics: Position is responsible for assisting consumers in understanding insurance options, determining eligibility and facilitating enrollment in a Qualified Health Plan (QHP) through the Kentucky Health Benefit Exchange (KHBE).

**General Duties and Responsibilities**

Essential:

1. Participate in training and certification activities to gain understanding of all facets of the KHBE.
2. Provide critical outreach and education about various healthcare insurance products for uninsured consumers and small employers (SHOP) seeking health insurance.
3. Assist consumers in understanding insurance options, federal tax subsidies, public plans, plan benefits, co-payments and other cost sharing expenses.
4. Provide information and services in a fair, accurate, and impartial manner.
5. Provide information in a manner that is culturally and linguistically appropriate to the needs of the population being served by KHBE, including individuals with limited English proficiency, using available tools, such as fact sheets, and functions for individuals with disabilities.
6. Schedule and conduct public outreach events, meet with local businesses.
7. Meet in person with individuals needing education and enrollment assistance.
8. Provide customer service to persons as they enroll or enter information into the KY on-line data system.
9. Track the status of pending applications.
10. Conducts and attends meetings with others concerned with the KHBE. Meetings/events may be on weekends and/or evenings.
11. Respond to customer inquiries by confirming understanding of each inquiry; gathering and researching information; assembling and providing information; and verifying the customer understanding the information and answer.
12. Maintain reports and records as required regarding services performed and individuals assisted.
13. Performs other duties as required.

Non-essential: None.

## **Desirable Qualifications**

Training and Experience: Bachelor's Degree in business, public policy, human services or related field.

Special Knowledge, Skills and Abilities:

### Knowledge:

1. Knowledge of community resources.
2. Knowledge of the Affordable Care Act.

### Skills:

1. Skill in use of computers and applicable applications.
2. Skill in the preparation of detailed reports and plans.
3. Skill in strong interpersonal and customer service skills.

### Abilities:

1. Ability to present information to various populations in an appropriate manner.
2. Ability to establish and maintain effective working relationships with co-workers, clients, family members, and professional staff.
3. Ability to prioritize work, meets deadlines, schedule and keep appointments.
4. Ability to keep accurate records.
5. Ability to maintain composure under stressful situations.
6. Ability to work independently.

## **Additional Requirements**

Instructions: Detailed and specific covering all aspects of the work.

Processes: Occasionally must consider different courses of action, or deviate from standard operating procedure to complete work.

Review of Work: Supervisor reviews most of completed work.

Analytical Requirements: Problems require analysis based on precedent.

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 with intermittent standing, stooping and walking; lifting light objects (less than 25 pounds) is a job requirement; operating a vehicle is a job requirement; work is performed indoors and outdoors, regardless of weather; work is performed in a noisy place; work requires being in high places, confined

spaces (elevators), various homes/apartments/apartment buildings, and/or using stairs.

Contacts: Occasional to 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 to heavy.

Interruptions: Frequent to constant.

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

Availability: N/A

Certification Requirements: Per state requirements.

Additional Requirements: None.

Overtime Provision: Exempt.

Starting Annual Salary – \$37,000

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