

Greater Wisconsin Agency on Aging Resources

Position Description

- Position Title:** Bilingual Senior Medicare Patrol Outreach & Education Coordinator
- Reports To:** Senior Medicare Patrol Program Director
- Position Status:** This is a 30 hours/week, grant-funded position. This position's hours are typically 8:00am–4:30pm Monday–Friday. Some nights, weekends, and overnights possible. Statewide travel required. The position is remote with a flexible location in Wisconsin; however, we anticipate most of the partnership building and outreach will be in the greater Milwaukee area.

Position Summary: The goal of the Senior Medicare Patrol (SMP) is to empower Wisconsin Medicare beneficiaries to prevent healthcare fraud through outreach, counseling, and education. As the Bilingual SMP Education & Outreach Coordinator in GWAAR's Elder Law and Advocacy Center, the staff person is responsible for implementation of the education and outreach strategies focused on Spanish-speaking Medicare beneficiaries in Wisconsin.

Essential Job Functions:

1. Increase awareness of SMP program and mission among the Spanish-speaking communities.
2. Develop strong collaborative relationships with new community partners.
3. Strengthen existing community partnerships.
4. Increase program mission delivery through educational presentations and outreach events.
5. Facilitate monthly meetings with key collaborators to ensure development and outreach to the Spanish-speaking community.
6. Identify potential volunteers to be engaged in the SMP program.
7. Provide staffing assistance with the toll-free helpline to answer inquiries and provide beneficiary education regarding claims questions, billing issues, and suspected fraud. Track the demographics of callers, nature of questions, response, and disposition of calls in program database.
8. Participate in ongoing educational opportunities to stay current on changes to Medicare, national trends, and recent scams/fraudulent activity.
9. Conduct presentations to professional associations, counties, senior centers, conference attendees, and the public on SMP-related topics.
10. Preparation of required monthly/quarterly reports, communications, and other documentation.

Required Qualifications:

1. Bilingual proficiency, written and oral (Spanish/English) required.
2. Bachelor's degree in related field required.
3. Familiarity with Medicare, Medicaid, Social Security, and related public benefit programs.
4. Experience working with older adults or people with disabilities.
5. Demonstrated written and verbal communication skills, interpersonal skills, facilitation skills, and presentation skills.
6. Comfortable giving presentations in person to a range of audiences and audience sizes, and on virtual platforms.
7. Provide exceptional customer service and maintain calm demeanor during all interactions.
8. Proficient computer experience using Microsoft Office software, social media, and database software.

9. Ability to exercise discretion, judgement, and work with a degree of autonomy.
10. Ability to represent the organization positively and professionally.
11. Access to a reliable vehicle, a valid driver's license, and proof of insurance are required.

Preferred Qualifications:

1. Familiarity with health insurance billing issues or practices.
2. Experience in systems advocacy.
3. Experience working with Spanish-speaking populations.

To apply, send your resume and cover letter to the address below. Resumes sent without a cover letter will not be accepted.

The position is open until filled. The first review of applications will occur on May 8, 2024.

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