



## **Job Description**

Position Title: MIPPA/SHIBA Program Aide

FLSA: Non-exempt

Range: 16

(\$21.78 - \$30.03 hourly on a 14-step scale, candidates typically start at first step)

Reports to: MIPPA/SHIBA Program Coordinator III

Supervisory Responsibilities: None

### **SUMMARY:**

The MIPPA/SHIBA Program Aide provides program and administrative support to AAADSW's Medicare Patient and Provider Act (MIPPA) and Statewide Health Insurance Benefit Advisors (SHIBA) programs in Clark, Cowlitz, Klickitat, Skamania, and Wahkiakum counties.

### **ESSENTIAL FUNCTIONS:**

- Provides administrative support for the MIPPA/SHIBA program.
- Accepts referrals from Office of the Insurance Commissioner and assists with delegation and scheduling as needed.
- Via phone, email or in person, shares resources with SHIBA/MIPPA clients, community partners and contractors.
- Makes calls to SHIBA clients and schedules appointments with volunteers.
- Performs general copying, collating, packet production, and utilizes word processing system for correspondence, labels, mailing lists, etc.
- Creates purchase orders for approved goods and services.
- Maintains accurate and up-to-date records in databases and spreadsheets and files.
- Conducts research as needed to respond to questions and inquiries.
- Responsible for records retention and archiving.
- Performs special projects according to MIPPA/SHIBA program needs as assigned.

### **Knowledge, Skills, and Abilities:**

- Ability to identify problems, develop solutions, and provide a high level of customer service.
- Ability to work effectively as a team member with a wide range of diverse staff, clients, and providers and to establish and maintain effective working relationships.
- Ability to communicate verbally in the English language in face-to-face one-on-one settings, in group settings, by personal computer, or using a telephone.

- Ability to produce written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar.
- Computer and software skills; ability to operate general office equipment; work at a desk using phone and computer for up to eight hours a day.

**Minimum Qualifications:**

- Two years of college level courses in a relevant field and at least two years experience providing direct human services.
- Possession of a valid driver's license and minimum state-required vehicle insurance and have use of reliable transportation.

**Working Conditions and Physical Effort:**

- While performing visits in varied community environments, the employee travels by automobile and is exposed to changing weather conditions.
- Work is normally performed in a typical interior/office work environment.
- While performing the duties of this position, the employee is regularly required to talk, hear, stand, walk, sit, use hand to finger, handle or feel objects, tools, or controls, and reach with hands or arms. The employee occasionally lifts or moves up to 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Revised Date: May 18, 2022**

*The statements contained herein reflect general details as necessary to describe the essential functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.*