

## **SENIOR PROGRAM ASSOCIATE**

### **Organizational Profile**

The [Health Assistance Partnership](#) (HAP), a project of the non-profit Families USA, works with the nation's 54 State Health Insurance Assistance Programs (SHIPs) to enhance their capacity to inform, counsel, and assist Medicare beneficiaries about health care benefits and coverage options. SHIPs are federally funded state programs that rely heavily on volunteer educators and counselors to deliver individualized services at the local level.

HAP's support for the nationwide SHIP network includes a variety of services: monthly conference calls, technical assistance, training materials and counseling tools, and a monthly electronic newsletter. HAP also offers consultative services to meet the specific needs of selected state programs including [Collaborative State Projects](#) and [SHIPTools](#), a customizable, web-based management system developed by HAP that supports the reporting, training, and outreach needs of state SHIP programs.

### **Position Description**

HAP is seeking an individual who has an in-depth knowledge of Medicare and related health programs and a strong desire to expand and apply his/her knowledge. Qualified candidates should also have experience or specific training in health education and/or community program development to support HAP's efforts to build the capacity of SHIP programs to reach and educate Medicare beneficiaries.

Experience in at least one of the following areas is required: aging communities, health communications, direct social services, or public health benefits. Paid or volunteer experience in counseling populations on public benefits is a plus. Preferred candidates also will have experience building partnerships with community-based organizations, facilitating meetings with key stakeholders, and supporting volunteer programs.

Candidates must have excellent research, writing, and presentation skills; be proficient in the use of technology (including Microsoft Office Suite); and be self-starters; and have experience working in teams. Some project management experience is required.

Specific responsibilities may include:

- researching and interpreting complex Medicare and related issues for SHIP counselors so that they can effectively educate, counsel, and assist Medicare beneficiaries;
- developing and disseminating user-friendly informational, counseling, and assistance resources for SHIP personnel and Medicare beneficiaries;
- creating and delivering on-site trainings for SHIPs and their partners on both substantive issues and program management issues;
- responding to requests from SHIP personnel for technical assistance related to substantive and programmatic issues;
- working with SHIP personnel to develop strategies and protocols to deliver education, counseling, and assistance to Medicare beneficiaries; and
- supporting HAP's Collaborative State Projects by partnering with SHIP personnel on Medicare education and program development initiatives.

The Senior Program Associate will report directly to HAP's Associate Director. Some travel will be required.

Salary is commensurate with experience. Generous fringe benefits are provided.

### **Requirements**

Masters Degree in Public Health, Public Administration, Social Work, or a related field or a law degree; related work experience may be applied towards a Masters Degree. Two to three years of relevant work experience.

Interested candidates should email a cover letter and resume by April 18 to: [infohap@hapnetwork.org](mailto:infohap@hapnetwork.org) (please note job title in subject line).