

**Area Agency on Aging (III) Outreach Specialist  
Vacancy Announcement**

Under the supervision of the Area Agency on Aging (AAA) Director, the Outreach Specialist performs a variety of outreach, education and person-centered advocacy activities related to the agency's programs and individuals seeking services/information. Provides comprehensive information and assistance/referrals in response to requests, including person-centered options counseling, explaining programs/services and eligibility, and supports individuals' in facilitated decision making. The Outreach Specialist conducts health insurance counseling activities to support informed health insurance (Medicare, Medicaid, other) decisions. They will also provide support to all SHIP (State Health Insurance Program) subcontractors, and reinforce SHIP goals and programmatic requirements for the region.

This position requires superior oral and written communication skills as well as strong program coordination, relationship building, and public speaking skills. The Outreach Specialist shall represent the Area Agency on Aging in a professional, positive manner.

**Employment Qualifications:**

Education: Possession of a high school diploma or the equivalent. An Associate's degree in a related health or human service is course of study preferred.

**Experience & Required Skills:**

- Two to more years of progressively responsible administrative/clerical duties.
- Professional experience in long term care and/or human service field.
- Direct experience in development and/or provision of training is preferred.
- Knowledge of Medicare and Medicaid and/or other health insurance is preferred.
- Excellent oral and written communication skills necessary to effectively communicate with co-workers, community partners, and individuals/service participants is necessary.
- Computer skills necessary to effectively utilize word processing, spreadsheet, presentation and client tracking-type software systems.
- Strong sense of service and passion for the agency's mission
- Strong organizational, administrative and person-centered approach

Special Requirement: Must have a valid Michigan Driver's License, proof of valid automobile insurance, and reliable transportation. Work-related travel is required.

**Salary and Fringe Benefits:**

This is a part-time position; 22.5 hours per week. The position starts at \$17.83 per hour.

**Application Process:**

Qualified applicants should submit their resume with a cover letter to the attention of:

Kayse O'Donnell  
HR Support Specialist  
Branch-Hillsdale-St. Joseph Community Health Agency  
570 N. Marshall Rd.  
Coldwater, MI 49036  
Email: [odonnellk@bhsj.org](mailto:odonnellk@bhsj.org)  
Fax: (517) 278-2923

*Branch-Hillsdale-St. Joseph Community Health Agency is an equal opportunity employer that values diversity. All employment decisions are based on qualifications, merit, and business need.*