



Position Description: Manager of Adults and Families

Benefits in Action is a nonprofit organization dedicated to supporting our diverse community with a focus on the elderly and underserved, to improve their understanding, access, and utilization of food- and health-related benefits to enhance food security, health, and well-being. In 2022, Benefits in Action provided services to more than 14,000 individuals by assisting them with Medicaid, Medicare, Connect for Health, SNAP, food delivery, and issues related to social isolation. Volunteers are an integral part of our organization.

About the Role:

The Manager of Adults and Families at Benefits in Action is responsible for the oversight of this pillar, including managing staff, volunteers, work schedules, and grant deliverables for Mental Wellness, Justice Involved, Unhoused, Connect for Health Colorado, Family benefits, and MAGI Medicaid.

The Manager of Adults and Families is responsible for supervising navigator staff and volunteers to ensure compliance with program responsibilities, provide subject matter support and training regarding programs matching individuals with health, healthcare, and food and other resources that are available in the community. This encompasses, but is not limited to, Mental Wellness, Justice Involved, Unhoused, Connect for Health Colorado, Family benefits, and MAGI Medicaid and other programs supporting adults and families.

The Manager will work together with staff and volunteers to ensure all have the most up-to-date information and training regarding eligibility for public and private programs. The Manager provides supervision to Health Benefit Navigation staff and volunteers. The Manager will model appropriate Health Benefit Navigation to staff and volunteers, schedule, train, and provide support to navigation staff and volunteers, and ensure navigation staff and volunteers maintain HIPAA protocols,

complete necessary forms, and database entries, provide exceptional customer service to clients, and work according to Benefits in Action culture and values.

The Manager will work with the Director of Programs and the Marketing/Communication team to determine potential partners and collaborators to expand Benefits in Action programming, to develop strong and consistent relationships with those entities, and further the reach of programming to both individuals and organizations. Outreach includes attention to the Benefits in Action Diversity, Inclusion, and Equity plan.

The Manager will be responsible for regular and accurate data, data analysis, and grant reporting that is attributed to this position.

The Manager will ensure all staff and volunteers maintain HIPAA protocols, utilize reporting tools accurately and efficiently, provide exceptional customer service to clients, and work according to Benefits in Action culture and values.

The Manager of Adults and Families reports to the Director of Programs and works closely with other manager and operations staff to ensure staff and volunteers meet and maintain productivity and efficiency goals and are compliant with grant budget and responsibilities. The of Adults and Families models appropriate behavior and work style to all staff.

Education/ Work Requirements:

- Bachelor's degree in social work, human services, or related field and/or work experience required.
- 2-4 years' work experience in a related field
- Knowledge of HIPAA practices
- Knowledge of a variety of health programs from Medicaid, Medicare, Connect for Health Colorado, federal, state, local and grant-funded programs; their regulations, processes and financial eligibility qualifications, and/or expertise in one of the above areas.

Other Required Strengths:

- Demonstrated experience working with diverse populations.
- Supervisory experience
- Strong computer skills and program proficiency
- Strong written and verbal communication skills
- Strong organizational, logistical and time management abilities

- Ability to manage multiple projects at one time.
- Ability to work with individuals and organizations at all levels.
- Ability to be flexible and work on a passionate team.
- Willingness to jump in where needed.
- Maintains a valid driver's license and adequate insurance for transportation to meetings/appointments.
- Experience with Microsoft 365 and SharePoint preferred.
- Bilingual (Spanish/English) preferred.

Position Type/ Work Schedule: This is a full-time, exempt position, requiring occasional evening and weekend work and the ability to be flexible and responsive to emergent needs of Benefits in Action.

Compensation & Benefits:

- \$52,000 - \$60,000 annually (depending on experience)
- Medical/Dental/Vision/Life Insurance/Short- and Long-Term Disability/Retirement
- Paid time off benefits (holiday, sick, vacation)

How to Apply

If you are interested in the role, please provide a cover letter and resume to careers@benefitsinaction.org.

Benefits in Action is dedicated to equal employment opportunities in any term, condition, or privilege of employment. Benefits in Action prohibits unlawful discrimination against applicants or employees based on race, color, national origin, ancestry, creed, religion, sex, age 40 and over, disability, genetic information, veteran status, sexual orientation, marital status, gender expression or any other characteristic protected by state or local law. This policy applies to all employees.