

INDIANA LEGAL SERVICES, INC.
Job Description (Draft)
PATHWAYS MEMBER SERVICES REPRESENTATIVE

AGENCY DESCRIPTION: Indiana Legal Services, Inc. (ILS) is a statewide, not-for profit organization that provides free legal services to eligible clients in civil cases through 8 branch offices. ILS is funded by the Legal Services Corporation, Indiana Civil Legal Aid Fund, United Ways, Area Agencies on Aging, and approximately 60 other funding sources.

EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER: ILS is committed to promoting diversity, multiculturalism, and inclusion and is proud to be an equal opportunity employer. We recruit, employ, train, compensate, and promote without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status, or any category protected by law. ***We strongly encourage LGBTQ, Black, Latino, Indigenous, and other applicants of color, people with disabilities, and other people historically underrepresented to apply.***

LOCATION: This position is located in the Indianapolis office of Indiana Legal Services but can be performed remotely.

RESPONSIBILITIES:

- Answer inbound calls and online intakes to assist clients in search of answers/solutions to Pathways for Aging health care questions, resource brokerage, or referrals to community resources.
- Assist with resolving disputes with Medicaid insurance plans.
- Educate families and community members about individual rights under Medicaid managed care.
- Advocate for beneficiaries and callers who are facing difficulty receiving care and finding answers to resolve Medicaid-related issues.

QUALIFICATIONS:

- Dedication to the mission of Indiana Legal Services, which is to use the law to fight poverty, empower clients, and improve access to justice.
- An understanding of case management and inbound call center is preferred.
- Be highly organized and able to work with disruptions.
- Have strong attention to detail while multitasking.
- Have strong written and verbal communication skills.
- Proficient in using computer programs, including MS Office suite.
- Have a passion for helping others and a desire to advocate for our clients.
- Excellent written and oral communication skills.
- Ability to establish and maintain excellent relationships with diverse populations.
- Two-year or four-year college degree or equivalent training or experience.
- Prior experience in the field of social work, or as a paralegal or legal assistant, or in a call center.

PREFERRED QUALIFICATIONS:

- Applicants should have a bachelor's degree in counseling, gerontology, nursing, psychology, sociology, social work, physical, occupational, or recreational therapy, special education, rehabilitation counseling, or other human services fields or have a least four years of work experience in the field of long-term care. Accredited college training in the areas listed above may substitute for the required work experience on a year-for-year basis.
- Experience working with elderly populations.
- Second language fluency.

COMPENSATION: Salary is competitive and commensurate with experience. This is a full-time position working 37.5 hours per week. ILS offers an excellent fringe benefits package including health insurance (medical, dental, vision), disability insurance, life insurance, a 401k plan, a flex benefit plan, and generous vacation and sick leave.

INDIANA LEGAL SERVICES, INC.

Job Description (Draft)

PROJECT MANAGER: PATHWAYS FOR AGING MEMBER SERVICES

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LOCATION: This position is located in the Indianapolis office of Indiana Legal Services but can be performed remotely.

RESPONSIBILITIES:

- Assist in the program design, implementation and management of day-to-day operations of the Pathway for Aging Member Services.
- Train, supervise and support Pathway staff to ensure quality services and compliance with state contract and federal program requirements.
- The primary liaison with the State (or its designees) to facilitate communications between FSSA, the State's contractors and ILS's executive leadership and staff.
- Coordinate with ILS legal services staff to provide legal services referrals;
- Assist low-income families by telephone, online and in-person (under COVID-19 restrictions and safety measures) to access and use health care coverage under Medicaid and in resolving disputes with Medicaid health insurance plans;
- Assist with outreach to educate families of available coverage choices;
- Provide referrals to appropriate agencies for applicants and enrollees with grievances, complaints, questions, or need for other social services;
- Document and enter data into a case management system to assist with identifying trends and systemic issues
- The Project Manager, in close coordination with other key staff, shall ensure all Contractor functions are in compliance with the terms of the contract.

QUALIFICATIONS:

- Dedication to the mission of Indiana Legal Services, which is to use the law to fight poverty, empower clients, and improve access to justice.
- An understanding of case management and inbound call centers.
- Experience in project management and implementation of new programming at a nonprofit
- Knowledge and understanding of Medicaid and Medicare and managed care

- Demonstrated skills at socio-economic and cultural sensitivity, commitment to equity
- Commitment to work collaboratively with all constituent groups, including staff, consumers, clients, board members, donors, community groups, member organizations and others
- Prior supervisory experience preferred
- Self-motivated, able to work independently
- Detail-oriented, accurate and organized
- Experience with data reporting and analysis
- Ability to create, communicate, understand, remember, and carry out complex instructions
- Excellent writing and verbal communication skills
- Strong interpersonal skills and the ability to work well with teams
- Proficiency in MS Office, including Word, Excel, Power Point and Adobe PDF professional; experience with Legal Server Case Manage software preferred.
- Ability to effectively communicate and collaborate with co-workers and clients in virtual, face to face and meeting settings.
- Applicants must have a bachelor's degree in counseling, gerontology, nursing, psychology, sociology, social work, physical, occupational, or recreational therapy, special education, rehabilitation counseling, or other human services field or have at least four years of work experience in managing similar programs.

PREFERRED QUALIFICATIONS:

- JD or Master's Degree in related field is preferred.
- Experience working with elderly populations.
- Second language fluency.

COMPENSATION: Salary is competitive and commensurate with experience. This is a full-time position working 37.5 hours per week. ILS offers an excellent fringe benefits package including health insurance (medical, dental, vision), disability insurance, life insurance, a 401k plan, a flex benefit plan, and generous vacation and sick leave.

INDIANA LEGAL SERVICES, INC.

Job Description (Draft)

OPERATIONS SUPERVISOR: PATHWAYS FOR AGING MEMBER SERVICES

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LOCATION: This position is located in the Indianapolis office of Indiana Legal Services but can be performed remotely.

RESPONSIBILITIES:

- Supervise Pathways Member Services Representatives, including conducting performance evaluations and fostering growth and development of the staff.
- Provide administrative support to Member Services staff.
- Coordinate position-specific training with the Project Manager
- Assist management with hiring processes and new team member training.
- Ensure that the program operates in compliance with all relevant rules and grant requirements.
- Serve as the primary interface with FSSA and other Pathway contractors regarding such issues as member enrollment, disenrollment, and eligibility.
- Responsible for administering a Quality Management and Improvement Program.
- Comply with all ILS policies.
- Perform such other duties as assigned.

QUALIFICATIONS:

- Dedication to the mission of Indiana Legal Services, which is to use the law to fight poverty, empower clients, and improve access to justice.
- An understanding of case management and inbound call centers.
- Experience in project management and implementation of new programming at a nonprofit
- Knowledge and understanding of Medicaid and Medicare and managed care
- Demonstrated skills at socio-economic and cultural sensitivity, commitment to equity
- Commitment to work collaboratively with all constituent groups, including staff, consumers, clients, board members, donors, community groups, member organizations and others
- Prior supervisory experience required
- Self-motivated, able to work independently

- Detail-oriented, accurate and organized
- Experience with data reporting and analysis
- Ability to create, communicate, understand, remember, and carry out complex instructions
- Excellent writing and verbal communication skills
- Strong interpersonal skills and the ability to work well with teams
- Proficiency in MS Office, including Word, Excel, Power Point and Adobe PDF professional; experience with Legal Server Case Manage software preferred.
- Ability to effectively communicate and collaborate with co-workers and clients in virtual, face to face and meeting settings.
- Applicants must have a bachelor's degree in counseling, gerontology, nursing, psychology, sociology, social work, physical, occupational, or recreational therapy, special education, rehabilitation counseling, or other human services field or have at least four years of work experience in managing similar programs.

PREFERRED QUALIFICATIONS:

- Experience working with elderly populations.
- Second language fluency.

COMPENSATION: Salary is competitive and commensurate with experience. This is a full-time position working 37.5 hours per week. ILS offers an excellent fringe benefits package including health insurance (medical, dental, vision), disability insurance, life insurance, a 401k plan, a flex benefit plan, and generous vacation and sick leave.

INDIANA LEGAL SERVICES, INC.
Job Description (Draft)
DATA ANALYSIS AND REPORTING MANAGER
PATHWAYS FOR AGING MEMBER SERVICES

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LOCATION: This position is located in the Indianapolis office of Indiana Legal Services but can be performed remotely.

RESPONSIBILITIES:

- Designs, develops, tests, documents and maintains database queries and data analysis.
- Assure compliance with data and reporting requirements of program funder
- Translates large quantities of in-depth data and creates reports that display the information's overall significance.
- With the assistance of Pathway senior staff, conduct trend analysis related to Pathway members' issue and provide recommendations for system changes to program partners.
- Develops data reporting processes and procedures to ensure timely delivery of daily, weekly, monthly, annual and ad hoc reporting to management.
- Troubleshoots data integrity issues, analyzes data for completeness to meet Pathway's needs, and proposes documented solution recommendations.
- Converts complex data from multiple sources into meaningful, professional and easy-to-understand formats for various audiences.
- Recommends and implements new or modified reporting methods and procedures to improve report content and completeness of the information.
- Troubleshoots and coordinates resolutions for all issues related to reports.
- Performs all other related duties as assigned.

QUALIFICATIONS:

- Dedication to the mission of Indiana Legal Services, which is to use the law to fight poverty, empower clients, and improve access to justice.
- An understanding of case management and inbound call centers.
- Experience with data analysis and reporting software.

- Knowledge and understanding of Medicaid and Medicare and managed care.
- Demonstrated skills at socio-economic and cultural sensitivity, commitment to equity.
- Commitment to work collaboratively with all constituent groups, including staff, consumers, clients, board members, donors, community groups, member organizations and others.
- Self-motivated, able to work independently.
- Detail-oriented, accurate, and organized
- Strong interpersonal skills and the ability to work well with teams.
- Proficiency in MS Office, including Word, Excel, Power Point and Adobe PDF professional; experience with Legal Server Case Manage software preferred.
- Ability to effectively communicate and collaborate with co-workers and clients in virtual, face-to-face and meeting settings.
- Applicants must have a bachelor's degree with emphasis on Informatics, Data Analysis, and Communications. Applicants should have two years of experience in data analysis, data visualization, or related occupations.

PREFERRED QUALIFICATIONS:

- Experience working with elderly populations.
- Experience with Legal Server
- Second language fluency.

COMPENSATION: Salary is competitive and commensurate with experience. This is a full-time position working 37.5 hours per week. ILS offers an excellent fringe benefits package including health insurance (medical, dental, vision), disability insurance, life insurance, a 401k plan, a flex benefit plan, and generous vacation and sick leave.