Position: Medicaid and SNAP Benefits Assister	
Reports to: Director Case Management	**Date: October 2026**
Status: Non-Exempt	**Department: Case Management**
Hours: 40	**Pay Range: $23.00- $25.00 per hour**
	Approved: Casey Winterson

Job Function:

The Benefits Assister helps older Vermonters, adults with disabilities, caregivers, and other individuals with limited income understand, apply for, and maintain access to public benefits and community resources. The position provides person-centered assistance with programs such as 3SquaresVT/SNAP, Prescription Assistance Programs (VPHARM/LIS), Medicaid, Medicare Savings Programs, fuel and utility assistance, housing assistance, and other local, state, and federal resources.

The Benefits Assister serves as a trusted point of contact who helps clients overcome barriers, understand program requirements, gather documentation, complete applications and renewals, and connect with additional services in Central Vermont.

Essential Functions:

1. Obtain and maintain Benefit Assistor certification through the Vermont Department of Vermont Health Access (DVHA).
2. Provide education, enrollment assistance, and health insurance navigation for Medicaid and other Vermont Health Connect programs to CVCOA clients.
3. Provide education, application assistance, and outreach for hunger relief programs such as 3SquaresVT (SNAP), Farm to Family Coupons, and Crop Cash.
4. Assist clients in applying for and maintaining other benefits programs, including fuel and utility assistance, as needed.
5. Serve as the primary point of contact for clients with complex or ongoing benefits needs.
6. Advocate for clients with various agencies to apply for and access essential and supportive services, and coordinate efforts with other agencies on the household's behalf.
7. Meet with households in a variety of settings outside the office, including their homes and other community locations.
8. Travel as needed within Washington, Lamoille and Orange counties to meet with clients.
9. Refer and connect clients to additional CVCOA supports and services.

10. Participate in team meetings, case consultations, training opportunities, quality improvement initiatives, and community collaborations to strengthen services and improve client outcomes.
11. Work collaboratively with other organizations providing Benefit Assistor services to maintain consistent data collection, reporting, and overall quality of service.
12. Maintain accurate and timely case documentation in accordance with CVCOA policies and funder requirements.
13. Other duties as assigned.

Knowledge, Skills and Abilities:

1. BA preferred or an equivalent combination of education and experience; preferably in human service/social services.
2. Knowledge of or familiarity with issues, needs, state and federal programs relevant to seniors and/or low-income persons.
3. Knowledge of community and community resources helpful.
4. Excellent phone, verbal and written communication skills, including sensitivity, listening, problem solving and team work.
5. Strong computer skills (MS Office and ability to learn agency-specific database programs) as well as ability to do complex paperwork.
6. Judgment, intuition, commitment and perseverance to resolve client issues.
7. Ability to maintain confidentiality, reliability, honesty.
8. Ability to reserve judgment when working with a wide variety of social and economic backgrounds

Additional Desirable Qualifications (*optional*):

1. 1-3 years' work experience in human services, preferably with elders or people with disabilities.

Physical Demands:

1. Ability to travel within a three-county area in a variety of weather conditions. (reliable transportation needed).
2. Ability to traverse varied terrains and entrances to client homes.
3. May require lifting up to 25 pounds.
4. Ability to sit and enter data or answer phone for extended periods.

Mental Demands:

1. Attention to deadlines.
2. Ability to multi-task.
3. Ability to understand complex social service programs.
4. Ability to self-manage.

5. Ability to handle multiple and un-planned activities and schedule changes.

Working Conditions:

1. Independent/solitary work as well as work within an office.
2. Exposure to and ability to deal with unsanitary living conditions.
3. Travel within 3-county area during all seasons and road conditions.
4. Shared office space in well-trafficked area.