Program Director, Public Benefits Access

We are pleased to offer the job opportunity of Program Director, Public Benefits Access. This position is responsible for the planning, evaluation, strategy development, and implementation of DuPage Federation’s Public Benefits program. The Public Benefits program equips agencies and institutions to help their constituents connect successfully with public benefits. In addition to the design, development, and implementation of trainings for social services/non-profit providers and local municipalities, the Program Director is responsible for public benefits policy analysis, eligibility training, and technical assistance, and fosters strong relationships and partnerships with state and local government representatives and community partners in order to remain up to date on and advocate for public benefits policies and programs. Primary subject matter pertains to federal, state, and local benefit programs, but other topics are addressed based on provider needs.

While DuPage Federation has office hours from 8:30am until 4:30pm Monday through Friday, the Program Director's work responsibilities may extend from time to time into the evening and weekend.

DuPage Federation provides a flexible, hybrid work environment, allowing for working from home most days, our Lombard office location is available with workspace, internet/wi-fi access, printing and copying and meeting space. The Program Director will be required to be available to attend job-related activities in the community, centered in DuPage County and at times in the metropolitan area.

The Program Director reports to the Executive Director.

Job Title - Program Director, Public Benefits Access

Job type: Full-time, exempt (37.5 hours per week)

Workplace type: Hybrid includes office and community presence, and remote work where desired and applicable.

Salary range: $65,800-$87,800 a year

Benefits

- Generous paid time off and paid holidays
- Health, dental and vision insurance
- Disability and group life insurance
- 403(b) retirement plan with employer match

Duties and Responsibilities

- Deliver public benefits and related training programs aimed at the needs of human services/nonprofit providers and develop and implement new training
- Enhance and maintain training content so that it is timely and available for scheduled live training sessions, recorded training sessions, and self-paced training modules available online
- Assess the public benefits training needs, resources and capacity of human service providers on a regular and consistent basis and develop plans to use our resources to prioritize and meet those needs
• Enhance and maintain DuPage Federation’s public benefits access tools, including the desk aid, the immigrant eligibility guide, and the training manual
• Collaborate with internal and external stakeholders to identify public benefits advocacy needs
• Monitor changes to public benefits policies and programs
• Serve as a subject matter expert in the policies and programs related to public benefits
• Respond to public benefits technical assistance requests Serve as organization’s liaison between community-based organizations and government agencies
• Assist with grant applications and reporting as required
• Participate in the development and maintenance of program(s) budget(s)
• Participate in the development of marketing plans
• Other duties and responsibilities as required

Essential Qualities and Skills
The ideal candidate will demonstrate the following qualities:
• Skill in training or teaching adult learners, especially regarding public benefits eligibility and successful participation in public benefits program
• Knowledge of the needs of populations that are served through public benefits and the programs available to these populations with special attention to noncitizens
• Ability to successfully communicate regarding complex policies and program rules to a variety of audiences, ranging from experienced policy makers in government to community health workers just beginning their careers
• Ability to work within coalitions and collaborating with diverse stakeholders
• Effective verbal and written communication skills, including public speaking
• Proficient in Microsoft Office and Google Apps
• Knowledge of learning/presentation platforms (learning management systems, and video conferencing platforms)
• Understanding of advocacy efforts and policy development
• Knowledge of the public benefits landscape in Illinois, especially regarding SNAP, Medicaid, TANF, SSI, RSDI, SSDI, Medicare, veterans' benefits, child and parent health benefits

Education and Experience
• Bachelor’s degree in human services, public health, public administration, social work or education, or a related field. Master’s degree preferred
• Experience teaching or training adult learners
• Experience acquiring public benefits or assisting consumers to acquire public benefits

DuPage Federation on Human Services Reform is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees, applicants, and independent contractors. We believe that hiring qualified individuals to fill positions contributes to the overall success of our organization. Each employee is hired to make significant contributions to the organization, without regard to an individual’s sex, gender identity, mental or physical disability, religion, age, race, national origin, ethnicity, sexual orientation, marital status, veteran status or parental status. We welcome and encourage all individuals who are interested in joining our team to apply.