



MI Options Team Lead Job Posting

Overview:

MiGen Michigan LGBTQ+ Elders Network is Michigan's only nonprofit dedicated to services and advocacy for LGBTQ+ maturing and older adults, their loved ones and caregivers. Through direct services, training and education, social programming and community navigation, MiGen is changing what is possible each and every day for our communities. A flexible, progressive organization with a social justice mindset, MiGen provides our services remotely and in person through an integrated/embedded model with partners in the LGBTQ+ and senior serving ecosystem. In addition to being deeply dedicated to the communities we serve, we are also deeply committed to our staff and believe in flexible work models, investing in developing talent, competitive benefits and investing in our employees through professional development, mentorship and a variety of leadership and growth opportunities. "Because that's the way we've always done it" is not a phrase you will hear as a part of this team. We believe in innovation, strategic risk taking, breaking things down and building them back better and trying new things that take us outside of our comfort zones.

Position Description:

The MI Options Team Lead is a strategic and compassionate leader within the Programs Department, responsible for guiding the day-to-day work of our integrated Medicare advocacy and long-term support counseling team. Reporting to the Director of Programs, this role provides hands-on leadership, coordination, and mentorship to staff and volunteers, supporting program implementation and team performance while overall program strategy and oversight remain with the Director.

This role is designed for a leader who can bridge the gap between insurance navigation and holistic, person-centered planning. As the lead for our State Health Insurance Assistance Program (SHIP), Medicare Improvements for Patients and Providers Act (MIPPA), and Person-Centered Options Counseling (PCOC) initiatives, you will coordinate the delivery of services across programs and support staff in providing high-quality, person-centered counseling.

In this position, you are not just assisting in the day to day of this program; you are part of ensuring that every individual who is in contact with MiGen is treated as an expert in their own life. By integrating SHIP, MIPPA, and PCOC, you provide a seamless experience where clients do not just get an insurance plan—they get a roadmap for living with dignity.

Duties and Responsibilities:

- Provide day-to-day leadership to a multidisciplinary team of staff and volunteers, including mentorship in technical Medicare counseling and the relational aspects of Person-Centered Options Counseling.
- Collaborate closely with the Director of Programs to support staff development, monitor performance, and ensure accountability to program standards and goals.
- Coordinate the day-to-day operations of SHIP, MIPPA, and PCOC programming, ensuring alignment with state and federal requirements and adherence to person-centered practices.
- Oversee staff scheduling and service coverage to ensure adequate capacity to meet state requirements and internal goals related to clients served, access, and satisfaction.
- Maintain active certification and subject matter expertise in SHIP/MIPPA and PCOC; provide direct counseling services as needed to maintain certification and support service delivery during high-demand periods, including Medicare Open Enrollment.
- In collaboration with the Director of Programs, plan and implement outreach, partnership development, and public education efforts, including presentations, community events, and Medicare Open Enrollment activities across the state.
- Build and maintain relationships with community partners and referral sources to expand program reach and accessibility, in coordination with the Director of Programs.
- Ensure program data integrity, documentation, and reporting, including accurate and timely entry into required systems (e.g., STARS), monitoring performance metrics, and ensuring compliance with funder and regulatory requirements.
- Conduct regular audits of case files and data systems to ensure counseling accuracy, confidentiality, and adherence to ethical and person-centered standards.
- Facilitate regular team meetings and communication; support training, onboarding, and cross-training of staff and volunteers, and contribute to program evaluation, grant reporting, and continuous improvement efforts.

Qualifications:

- Minimum of 2–3 years in a team leadership, program coordination, or staff/volunteer supervision within a non-profit, government human services, or Aging and Disability Resource Center (ADRC) environment.

- Advanced knowledge of Medicare Parts A, B, C, and D, as well as a deep understanding of Medicaid waivers, home-based services, and long-term care options highly preferred.
- Familiarity with the National Standards for Person-Centered Counseling. Must be able to train staff on how to move from "prescriptive" advice to "empowerment-based" options counseling.
- Bachelor's or Master's degree in Social Work, Gerontology, Healthcare Administration, or a related field preferred.
- Current SHIP/MIPAA Counselor Certification is highly preferred. The ability to obtain State PCOC Certification and SHIP "Master Trainer" status is required.
- Demonstrated experience supporting and/or working within LGBTQ+ communities required.
- Ability to work remotely and travel within the state as needed, including for quarterly in-person meetings, outreach activities, and Medicare Open Enrollment events.

Compensation:

This is a Band II, exempt position with a salary range of \$55-\$60K annually. Candidates should anticipate offers within this range; additionally, full time employees receive up to an additional 20% of their salary to apply toward benefits premiums.

Benefits:

MiGen offers a benefits package that includes medical, dental, and vision as well as life insurance, short-and-long-term disability insurance, Dependent Care and Health Flexible Spending Accounts (FSA) and a 401(K) plan.

Location & Travel:

This is a primarily remote position. Candidates must be based in Michigan and able to work effectively in a remote environment. Regular in-state travel is required, including attendance at quarterly in-person staff meetings in Southeast Michigan and participation in outreach, partnership development, public education, and Medicare Open Enrollment events.

Paid Time Off:

Our Flexible Time Off (FTO) program models our core values and allows employees to take as much time off as they need. This policy is based on mutual trust and respect between the agency and our team members.

Supervision:

The MI Options Team Lead is a full-time position and reports directly to the Director of Programs.

To Apply:

Please email the following to Jon Fitzgerald, Chief of Staff, at jfitzgerald@migenconnect.org

Letter of Interest
Resume
Three References

It is the policy of MiGen Michigan LGBTQ+ Elders Network to provide equal opportunity to all employees, contractors, and applicants without regard to race, color, ethnicity, religion, sex, age, descent or national origin, height, weight, marital status, familial status, sexual orientation, gender, gender identity or expression, HIV/AIDS status, political affiliation, veteran status, disability status, or other legally protected status in accordance with state or federal law. This policy applies to recruitment, hiring, training, promotion, transfer, compensation, benefits, and all other aspects of employment and contract for services. All employees, contractors, and volunteers must adhere to MiGen's nondiscrimination policies.