



Lafayette Parish School System Job Description

Job Title: Insurance & Benefits Member Advocate Coordinator
Department: Insurance & Benefits
Reports To: Insurance & Benefits Operations Facilitator
Approved Date: 10/2025

Salary Scale: Support
Pay Grade: Pay Grade 5
FLSA Status: Non-Exempt
Days: 244-days
2002 Sales Tax Eligible: No

SUMMARY OF POSITION: Under the direction of the Insurance & Benefits Operations Facilitator, provides personalized support to the active and retired members of the District. Assists members and guides them through the complexities of employer benefits; provides District-wide on-site, regular District office hours, and virtual scheduling support; fosters relationship building in order to promote member education and engagement in employer benefit programs.

QUALIFICATIONS: EDUCATION AND/OR EXPERIENCE: High school diploma, state-issued high school equivalency credential (i.e., GED, HiSET, TASC); three (3) years' experience in customer service; proficiency in Microsoft Office and/or Google Suite (spreadsheet, word processing, and email software) is required. Basic knowledge of visual communication software, and relevant insurance experience in employee benefit programs, patient advocacy or benefits administration preferred.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Other additional duties/responsibilities assigned by the Supervisor and/or Superintendent may be assigned.

- Serves as a member-facing role, responsible for providing personalized support to active/retired members to assist with the understanding and utilization of District initiatives.
- Responsible for assisting in developing a comprehensive member wellness program. This role will focus on promoting a culture of health and well-being to reduce healthcare costs.
- Lead, launch, and manage a wide range of wellness initiatives, including workshops and educational campaigns. Tailor programs to meet the physical and mental needs of members. Serves as a wellness advocate champion for member health throughout the District. Conducts and leads wellness events through educational presentations and informational sessions. Boosts program awareness, participation, and sustains interest in wellness initiatives.
- Drives member engagement to health improvements, behavior change, and lifestyle education, allowing for improved member outcomes and an enhanced member experience. Provides member support and education on chronic condition management programs.
- Educates members on the various types of services available and how to access them. This role requires the ability to obtain proficient knowledge of various District group health insurance benefits and programs. Guides members through their health benefit offerings, helping them compare different plans, understand out-of-pocket costs, and locate in-network providers to facilitate access to quality care.
- Acts as a liaison between members and providers to assist with resolving issues by connecting members with appropriate resources for the best and most efficient outcomes. Provides follow-up to ensure timely member issue resolution.
- Obtains considerable knowledge and proficiency with visual communications software, District benefits software, and other software platforms necessary to accomplish department goals and initiatives, create content to drive member engagement, and build relationships.
- Assists in developing, implementing, and managing marketing and communication strategies that promote the District's insurance programs and services. This role educates members and improves overall engagement. Creates, writes, and designs a variety of marketing materials that are easy to understand and simplifies complex insurance information. Has the ability to communicate complex benefit information into easy-to-understand answers on a wide range of topics.
- Strong organizational and project management skills. Leads and oversees the successful completion of District initiatives. Handles multiple tasks with ease, professionalism, high organization, and efficiency. Works comfortably under pressure with the ability to adhere to deadlines.
- Assists the department with cross-training; serves as a backup to other Operations Department staff, when needed.

- Assists the department with special projects to maintain compliance; works collaboratively with Insurance staff to accomplish department goals as directed.

METHOD OF EVALUATION: Evaluations in accordance with the Lafayette Parish School System Policy GBI-Evaluation.

PROFESSIONALISM AND CONDUCT STANDARDS:

Quality of Work - attention to detail and accuracy of work that meets and exceeds expectations

- Completes tasks, reports, and documents accurately according to specified timelines and expectations; Makes wise and appropriate decisions after identifying and analyzing relevant information

Availability - punctual, adheres to work schedule and has overall satisfactory attendance

- Adheres to district guidelines relative to attendance; Regularly reports to work on time and work additional hours when deemed necessary and pre-approved by your immediate supervisor

Communication Skills - all verbal, non-verbal, visual, and written exchange of information is of satisfactory caliber

- Uses verbal and non-verbal communication in a manner respectful of others; Demonstrates skill in giving and receiving feedback; Uses active listening skills; Writes and speaks clearly and concisely so that the message is understood; Maintains communication with immediate supervisor, keeping him/her informed of problems, concerns, and significant developments

Interpersonal Skills / Teamwork - works cooperatively with colleagues, students, parents, and vendors

- Promotes and supports a culture of inclusion, diversity, dignity, respect, and fairness for all stakeholders; Attends and constructively participates in meetings and professional development activities; Accepts and uses constructive feedback; Cooperates with building and district staff in planning and evaluation

Personal Impact - presentable, appropriate appearance for position, represents district positively

- Wears attire appropriate to job responsibilities; practices personal grooming that is appropriate for work environment; Develops and maintains a safe and caring environment for all of our stakeholders; Advocate positive personal behavior on or off campus and attempt to avoid improprieties or the appearance of improprieties

Productivity - performs work efficiently, on time, and effectively while uses available resources

- Identifies problems and issues and works collaboratively to contribute ideas and find solutions; Minimizes bias in self and others and accepts responsibility for his/her own actions

Adaptability - accepts and adjusts to change, performs multiple tasks, organizes work, sets work priorities, and performs other duties as assigned

- Follows directives as assigned by supervisor; Cooperates with administration in the performance of additional duties.

Policy – comply with all Lafayette Parish School System Policies and Procedures

- Adheres to laws, board policies and procedures, administrative rules, practices, and guidelines and applies all fairly, consistently, wisely, and compassionately; Adheres to ethical, legal and professional standards; Maintain the confidentiality of all School Board information by refraining from accessing, discussing, or disclosing anything outside the scope of employment unless authorized by immediate supervisor.
- The Lafayette Parish School Board shall require all personnel to follow the district/school calendar and holiday schedule during the school term. All employees are required to adhere to daily schedule, punctuality, and attendance set forth by the district.

EXPECTATIONS:

Expectations include: working under limited supervision following standardized practices and/or methods; providing information and/or advising others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily along with adhering to the professionalism and conduct standards. The requirements listed above are representative of the knowledge, skills, and/or ability required.

WORK ENVIRONMENT/PHYSICAL DEMANDS

The work environment is representative of conditions an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is occasionally exposed to a noise level in the work environment which is moderate to loud, outside weather conditions, a variety of childhood and adult diseases and illnesses, heated/air conditioned and ventilated facilities, a building in which a variety of chemical substances are used for cleaning, instruction and/or operation of equipment. This job does require public contact, both on the telephone and in person, under sometimes-stressful conditions.

The physical demands described here are representative of those that must be met by an employee to successfully perform

the essential functions of this job. The usual and customary methods of performing the jobs functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling, frequent stooping, kneeling, crouching, and/or crawling. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee may occasionally push or lift up to 50 lbs. Specific vision abilities required by this job include close vision such as to read handwritten or typed material, and the ability to adjust focus. The information contained in this job description is in compliance with the American with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.

Employee's Printed Name

Supervisor's Signature

Employee's Signature

Date