



Council on Aging

Southern California

Helping Seniors Remain Healthy, Connected & Protected

JOB DESCRIPTION

POSITION TITLE: Health Insurance Counseling and Advocacy Program (HICAP) Operations Coordinator
HOURS: 30 to 40 hours per week
FLSA CATEGORY: Non-Exempt
LOCATION: Rancho Cucamonga

HICAP is a program of the Council on Aging-Southern California (COASC), a non-profit corporation serving older adults and individuals with disabilities since 1973. The mission of COASC and HICAP is to promote the independence, health, and dignity of older adults through compassion, education, and advocacy.

HICAP is a volunteer-based program that benefits older adults and persons with disabilities. The goal of this program is to provide objective counseling, advocacy, and assistance with Medicare, health insurance, and related health coverage plans for Medicare beneficiaries, and to educate the public on Medicare and health insurance issues.

PURPOSE OF WORK: To provide administration, leadership, and supervision of the HICAP office operations. Implement policies and procedures as assigned by Program Manager. Coordinate and build a strong work relationship with other departments.

RESPONSIBLE FOR: Supervision of Call Center and Operations staff. Oversee work relationship between Call Center volunteers and other departments.

REPORTING TO: HICAP Program Manager – San Bernardino County

JOB FUNCTIONS (Including but not limited to):

- Successful completion of State HICAP registration requirements (training in Medicare and related subjects that includes internship).
- Client case management including documentation and submission of required records when due.
- Provide telephone, remote, and in-person counseling.
- Assign and monitor monthly operational tasks: mailers, office reports, and materials upkeep to office staff.
- Ensure call center is well functioning with adequate coverage of staff and volunteer counselors.
- Assure ongoing compliance with quality and contract requirements.
- Track Call Center, Operations and Low-Income Assistance data through utilization of spreadsheets and database software.
- Document internal audits and other quality assurance activities.
- Assist Program Manager with client case review.
- Ensure intake data accuracy for HICAP services completed.
- Assist Program Manager with administrative responsibilities as necessary.
- Other duties as assigned by Program Manager to support volunteers and operational needs.

QUALIFICATIONS:

- Bachelor's Degree in Human Services, Social Science, Gerontology, Management, or related field. Relevant experience will be considered in lieu of degree.
- Excellent written and verbal communication skills.
- Bilingual English-Spanish preferred but not required.
- Proactive, self-starter with strong organizational skills and the ability to multi-task.
- Strong analytical abilities with high attention to detail and accuracy.

- Possess an understanding of modern office practices.
- Previous office experience preferred.
- Ability to work effectively with diverse populations and in team settings.
- Proficient in the use of Word, Excel, Outlook, and Internet Search Engines.
- Successful completion of HICAP Volunteer Counselor Training.
- Proof of eligibility to work in the United States.
- Valid California driver's license, proof of insurance and reliable transportation.
- Submit to and successfully complete a Live Scan fingerprinting background check.

WORKING CONDITIONS

The physical demands described here are representative of those that must be met by the employee to successfully perform the functions of the job. Reasonable accommodations will be made to enable individuals with disabilities to perform this job.

While performing the duties of this job the employee will be required to sit for periods of time. Standing, walking and bending are required movements. The employee will occasionally need to lift approximately 20 lbs.

CONDITIONS OF EMPLOYMENT

The ability to transport oneself to needed appointments with reliable transportation is required.

HOW TO APPLY:

To apply for this position, send all materials below to hr@coasc.org no later than May 24, 2021:

- Cover letter
- Resume
- References