

## **JOB DESCRIPTION**

**POSITION TITLE:** Health Insurance Counseling and Advocacy Program (HICAP) Volunteer Coordinator

**HOURS:** 40 hours per week

**FLSA CATEGORY:** Non-Exempt

**ACCOUNTABILITY:** HICAP San Program Manager

**HICAP** is part of a private, nonprofit corporation, called the Council on Aging-Southern California (COASC), 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:** Provide HICAP volunteer counselor training to prospective and registered volunteer HICAP counselors; identify the strengths and weaknesses of the training program, develop curriculum for the development of prospective and registered volunteers, and conduct training programs.

**RESPONSIBLE FOR:** Working in collaboration with the HICAP Program Manager to identify Medicare learning needs, develop educational lesson plans, develop processes while providing oversight to ensure high quality call center service, and conduct training sessions for volunteers.

### **JOB FUNCTIONS** (Including but not limited to):

- Create and implement volunteer recruitment and program strategies to expand volunteer service areas.
- Assist with screening process for potential volunteers to ensure no conflict of interest and recommend volunteers for HICAP counselor training.
- Develop training materials for new volunteer counselor training and provide ongoing education to bridge gaps in Medicare knowledge, counseling skills, and accuracy of intake data on an ongoing basis.
- Attend recruiting events in both Riverside and San Bernardino Counties to promote qualified candidates.
- Work with other senior-related and volunteer organizations to increase volunteer base.
- Provide a minimum of (4) new counselor trainings annually and ongoing monthly continuing education.
- Responsible for the Volunteer Department Counselor activity data, ensuring client intakes and volunteer public and media event data is reported accurately and on-time.
- Number one priority is to be responsible for the Volunteer Department's retention, recruitment, and training efforts.
- Oversee volunteer certification and recognition, and coordinate new and continuing education curriculum for volunteer trainings aligned with Operations.
- Develop volunteer communications including regular newsletters and social media posts; highlighting volunteer opportunities based on program needs.
- Ensure volunteer records are maintained and updated documentation is obtained in a timely manner.
- Responsible for volunteer registration records; ensure registration requirements are documented and updated.
- Maintain and monitor volunteer counseling and non-counseling hours to ensure no volunteers fall below yearly mandatory hours requirement for counseling and continued education.
- Oversee volunteer development across all service areas; establish and maintain counseling sites in assigned service areas.
- Provide input to assist the Program Manager in preparation for annual volunteer counselor reviews.



# Council on Aging

## Southern California

- Other duties as assigned by supervisor. May be required to work a flex schedule for weekend or after hour assignments and/or presentations

### **QUALIFICATIONS:**

- Bachelor's degree in Human Services, Social Work, Gerontology, Sociology, or related field. Relevant experience will be considered in lieu of degree.
- Successful completion of HICAP Volunteer Counselor training.
- Excellent written and verbal communication skills.
- Experience in developing training curriculum.
- Past teaching experience highly desirable
- Experience with public speaking.
- Ability to maintain objectivity and patience in documenting, discussing and reporting cases.
- Well organized with the ability to multi-task.
- Proficient in the use of Word, Outlook, Publisher and internet search engines.
- Possess an understanding of modern office practices.
- Ability to work effectively with people in a variety of situations.
- Proof of eligibility to work in the United States.
- 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 10 lbs.

### **CONDITIONS OF EMPLOYMENT**

The ability to transport oneself to offsite locations with reliable transportation to assist volunteers with support training as needed.

Occasional overnight travel will be required.

### **HOW TO APPLY:**

To apply for this position, send all materials below to [hr@coasc.org](mailto:hr@coasc.org):

- Cover letter
- Resume
- References