



Council on Aging

Southern California

Helping Seniors Remain Healthy, Connected & Protected

JOB DESCRIPTION

POSITION TITLE: HICAP Outreach Specialist (Bilingual)

HOURS: 30 to 40 hours per week

FLSA CATEGORY: Non-Exempt

LOCATION: Irvine (Orange County)

Health Insurance Counseling and Advocacy Program (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 is to promote the independence, health, and dignity of older adults through compassion, education, and advocacy

HICAP is a volunteer-based program that serves Medicare beneficiaries of all ages, and those individuals soon to be eligible for Medicare. The goal of the program is to provide objective counseling, advocacy, and assistance with Medicare and related health insurance plans, and to educate the public on Medicare and related health insurance topics, including long-term care services and supports.

PURPOSE OF WORK: To provide HICAP brand awareness and Medicare information and education to interested individuals and groups throughout Orange County.

RESPONSIBLE FOR: Educating Medicare beneficiaries, their family members and caregivers, and the community about HICAP services and Medicare benefits, coverage, and rights.

JOB FUNCTIONS (including but not limited to):

- Successful completion of State HICAP registration requirements (training in Medicare and related subjects); including internship
- Develop and maintain partnerships and relationships with community-based organizations serving local older adults and persons with disabilities
- Research demographic data to support development of new strategies to reach Medicare beneficiaries, especially those in underserved communities
- Translate publicity materials into other languages (e.g. Spanish, Farsi, Chinese, Korean)
- Collaborate with HICAP staff, volunteers, and community partner organizations
- Schedule and conduct outreach events to disseminate and explain information on Medicare and related topics
- Conduct outreach activities at health fairs and other community events

- Record and maintain accurate and timely outreach events' related data utilizing appropriate database tools
- Other duties as assigned by supervisor. May be required to flex schedule for weekend or after hour assignments/presentations

QUALIFICATIONS:

- Bachelor Degree in Human Services, Social Sciences, Gerontology, or related field. Relevant experience may be considered in lieu of degree
- Excellent written and verbal communication
- Bilingual English and a 2nd language **required** (e.g. Spanish, Farsi, Mandarin, Korean)
- Proactive, self-starter capable of working with minimal supervision
- Expertise in public speaking - both small and large groups
- Successful completion of HICAP new counselor training
- Willingness to continuously learn about Medicare and related topics
- Well-organized with ability to multi-task
- Proficient in the use of Microsoft Word, Excel, PowerPoint, and Outlook, various Internet Search Engines
- Ability to work effectively with people in a variety of situations
- Valid California driver's license, proof of insurance and reliable transportation.
- Proof of eligibility to work in the United States
- Submit to and successfully complete a background check to include a national criminal records check
- Proof of full COVID-19 vaccination

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 needed appointments and events with reliable transportation is required. Occasional overnight travel may be required.

HOW TO APPLY:

To apply for this position, send all materials below to hr@coasc.org no later than December 8, 2021:

- Cover letter
- Resume
- References