



# Council on Aging

## Southern California

### JOB DESCRIPTION

**POSITION TITLE:** HICAP Staff Counselor (*Bilingual Spanish*)

**HOURS:** 30-40 hours per week

**FLSA CATEGORY:** Non-Exempt

**LOCATION:** Orange County

**ACCOUNTABILITY:** HICAP Program Manager

**Health Insurance Counseling and Advocacy Program (HICAP)** is a program of the Council on Aging-Southern California (COASC), a private, nonprofit 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 this program is to provide objective counseling, advocacy, and assistance with Medicare, related health insurance plans, and long-term care planning, and to educate the public on Medicare and related health insurance topics and long-term care services and supports.

**PURPOSE OF WORK:** To provide Medicare-related assistance, counseling, and advocacy to individuals whose primary language is Spanish. Assist with expanding awareness of HICAP services to the Spanish-speaking population in Orange County.

**RESPONSIBLE FOR:** Assisting and educating existing and newly eligible Spanish-speaking Medicare beneficiaries, their caregivers and professionals about Medicare benefits, coverage, and rights. Assisting Medicare beneficiaries with issues or problems related to their Medicare coverage.

**JOB RESPONSIBILITIES** (Including but not limited to):

- Successfully complete HICAP new counselor training and internship leading to appointment as a state-registered HICAP counselor
- Provide telephone or in-person counseling to individuals requesting counseling and assistance in English or Spanish
- Maintain current knowledge of Medicare-related topics and apply to client cases as appropriate
- Become knowledgeable of low-income assistance programs and serve as a resource to other HICAP counselors
- Collaborate with other HICAP staff and volunteer counselors on client cases

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- Maintain accurate and complete client case records and information in HICAP master database
- Assist with developing strategies to increase awareness of HICAP services with the Spanish-speaking older adult population
- Assist with identifying and developing partnerships with organizations serving the Spanish-speaking community
- Other duties as assigned by supervisor. May be required to flex schedule for weekend or after hour assignments/activities

### **QUALIFICATIONS:**

- Bachelor's Degree in Human Services, Social Science, Gerontology, or related field. Relevant experience may be considered in lieu of degree
- +10 years work experience with the older adult community
- Excellent verbal and written communication skills in English and Spanish. Fluency in Spanish is a requirement
- Proactive, self-starter capable of working with minimal supervision
- Successful completion of HICAP new counselor training and internship
- Willingness to learn about Medicare and related insurance topics, and long-term services and supports on a continuing basis
- Ability to maintain objectivity, patience and confidentiality when counseling clients
- Well organized with the ability to multi-task
- Proficient in the use of Microsoft Word, Excel, Outlook, and 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
- Proof of COVID-19 vaccination
- Submit to and successfully complete a background check to include a national criminal records check

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**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. Occasional overnight travel may be required.

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