



Council on Aging

Southern California

JOB DESCRIPTION

POSITION TITLE: HICAP Program Administrative Specialist

HOURS: 20 to 25 hours per week

FLSA CATEGORY: Non-Exempt

LOCATION: Orange County

REPORTING TO: 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 administrative related support to the HICAP program.

RESPONSIBLE FOR: Providing program administrative support, maintaining program information in master database, preparing reports, maintaining hardcopy files, answering client calls, and interacting with staff and volunteer counselors.

JOB RESPONSIBILITIES (Including but not limited to):

- Maintain complete and current counselor records, both hardcopy and electronic
- Regularly monitor and review counseling and training hours with Program Manager to ensure compliance to registration requirements
- Assist in coordination of volunteer counselor recognition events.
- Interact and communicate with staff and volunteer HICAP counselors on a variety of topics
- Create reports, charts and other documents using Microsoft Excel, Word and PowerPoint
- Conduct research and compile results using a variety of internet search engines
- Complete HICAP new counselor training to obtain an overview of Medicare and related insurance
- Provide Program Director with support to meet contract administrative requirements
- Answer and refer incoming calls from individuals seeking HICAP related services
- Administrative tasks such as maintaining supplies and materials' inventories, ordering supplies, coordinating and scheduling meetings and training sessions
- Other duties as assigned by supervisor. May be required to work a flex schedule for weekend or after hour assignments.

COUNCIL ON AGING IS COMMITTED TO A POLICY OF EQUAL EMPLOYMENT OPPORTUNITY
AND AFFIRMATIVE ACTION IN THE HIRING OF ALL PERSONNEL.



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• **QUALIFICATIONS:**

- Bachelor Degree in Human Services, Social Science, Gerontology, or related field. Relevant experience may be considered in lieu of degree.
- +5 years work experience with the older adult community
- Bilingual candidate preferred
- Completion of new HICAP counselor training
- Excellent written and verbal communication skills
- Proactive, self-starter capable of working with minimal supervision and within multiple deadlines
- Ability to maintain objectivity in reviewing and documenting counselor-related data and information
- Well organized with the ability to multi-task
- Power-user level with Microsoft Office products – Excel, Word, Power Point
- High skill level conducting internet searches across multiple platforms
- Possess an understanding of modern office practices
- Ability to work effectively with people in a variety of situations
- Possess valid California driver's license, proof of insurance and reliable transportation
- Provide proof of eligibility to work in the United States
- Submit to and successfully complete a Live Scan fingerprint/background check
- Proof of 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 20 lbs.

CONDITIONS OF EMPLOYMENT

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

Occasional overnight travel may be required.