



Council on Aging

Southern California

JOB DESCRIPTION

POSITION TITLE: HICAP Staff Counselor (*Special Projects*)

HOURS: 12-20 hours per week

FLSA CATEGORY: Non-Exempt (*Temporary*)

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: Provide Medicare-related assistance and counseling to individuals across Orange County. Assist with special projects to improve the overall program and enhance counseling activities.

RESPONSIBLE FOR: Assisting and counseling existing and newly eligible Medicare beneficiaries, their caregivers and professionals about Medicare benefits, coverage, rights, and issues or problems related to their Medicare coverage. Completing special projects to enhance knowledge and efficiency of HICAP counselors and improve overall program.

JOB RESPONSIBILITIES (Including but not limited to):

- Continually maintain HICAP counselor state-registration
- Provide telephone or in-person counseling to individuals requesting counseling and assistance, primarily for complex cases
- 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 or special projects

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- Maintain accurate and complete client case records and information in HICAP master database
- Research and complete special projects, as assigned by Program Manager.
- 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
- State-registration as a HICAP Counselor
- Detailed knowledge of Medicare and related insurances
- Excellent verbal and written communication skills
- Proactive, self-starter capable of working with minimal supervision
- 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 or working special projects
- 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

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.

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CONDITIONS OF EMPLOYMENT

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

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