



Council on Aging

Southern California

Helping Seniors Remain Healthy, Connected & Protected

JOB DESCRIPTION

POSITION TITLE: Health Insurance Counseling and Advocacy Program (HICAP) Community & Education Outreach Specialist, Riverside County

LOCATION: Riverside, CA

HOURS: 40 hours per week

FLSA CATEGORY: Non-Exempt

ACCOUNTABILITY: HICAP Program Director, Riverside County

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: To provide community education and outreach activities related to HICAP program Medicare education and outreach activities throughout the community. To promote and engage the community in HICAP related activities.

RESPONSIBLE FOR: Educating Medicare beneficiaries, caregivers and the community about Medicare benefits and rights. Assisting Medicare beneficiaries with issues or problems related to their Medicare coverage. Under the leaderships of the Program Manager, participate in the creation and updating of presentations/media and printed materials used in education and outreach activities.

JOB FUNCTIONS (Including but not limited to):

- Collaborate with HICAP volunteers, staff and community organization leaders
- Conduct Community Outreach related to Medicare
- Develop and maintain partnerships with organizations serving seniors and disabled adults
- Track Education and Outreach data utilizing the appropriate database tools.
- Provide telephone assistance to potential HICAP clients, counsel on topics related to retiree insurance options and benefits and keep proper documentation of the process
- Develop and present power point presentations to community groups
- Conduct outreach activities at health fairs and other community events.
- Other duties as assigned by supervisor. May be required to flex schedule for week-end or after hour assignments/presentations.

QUALIFICATIONS:

- Education and/or experience in Human Services, Social Work, Gerontology, Sociology, or related fields
- Prior knowledge and/or one year experience as a HICAP Counselor
- Excellent written and verbal communications skills.
- Experience in working with/creating social media



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- Ability to speak with large and small community groups
- Ability to communicate in English and Spanish is highly desirable but not required.
- Proficient in the use of Microsoft Word, Outlook, Publisher and 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 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 20 lbs.

CONDITIONS OF EMPLOYMENT

The ability to transport oneself to needed appointments with reliable transportation is required. Occasional overnight travel will be required.

HOW TO APPLY:

- Cover letter
- Resume
- References
- Salary History