



SHIIP-SMP VOLUNTEER COUNSELOR POSITION DESCRIPTION

Description

Provide one-on-one assistance to help Medicare beneficiaries, their caregivers or representatives with questions and problems related to Medicare & related health insurances. Counselors also assist their sponsor site to create awareness of SHIIP-SMP services in the county; for example, discussions with partners or group presentations.

Responsibilities:

- Meet new volunteer counselor certification and annual recertification requirements.
- Provide confidential/objective counseling to beneficiaries/ representatives on Medicare and related health insurance issues.
- Advocate on behalf of beneficiaries to help them resolve Medicare and other related health insurance issues.
- Educate individual beneficiaries on Medicare related issues.
- Serve clients regardless of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status.
- Utilize SHIIP-SMP and Medicare materials and resources to stay up-to-date on issues affecting Medicare Beneficiaries.
- Use Medicare internet-based programs to help clients compare plans.
- Assess beneficiary needs and make appropriate referrals when necessary.
- Comply with SHIIP-SMP policies and procedures, including those regarding confidentiality and reporting of SHIIP-SMP activities.
- Promote SHIIP-SMP in your community through presentations and/or displays.
- Actively recruit new SHIIP/ SMP volunteers.

Desired Qualifications:

- Ability to listen, identify beneficiary issues, and problem solve
- Ability to maintain confidentiality
- Willingness to advocate on behalf of Medicare beneficiaries
- Comfort utilizing technology, the internet and online programs
- Ability to work independently or as part of a team
- Effective oral and written communication skills
- Good organizational skills
- Willingness and ability to learn and retain information
- Sensitivity in working with diverse populations
- Ability to present information in a group setting