



SENIOR HEALTH INSURANCE INFORMATION PROGRAM SHIIP/SMP VOLUNTEER COUNSELOR JOB 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, informal discussions with partners or group presentations.

RESPONSIBILITIES:

- Complete new volunteer counselor certification and annual recertification requirements.
- Provide confidential/objective individual counseling to beneficiaries/representatives on Medicare and related health insurance issues.
- Advocate on behalf of beneficiaries to help them resolve Medicare and related health insurance issues.
- Educate individual beneficiaries on Medicare related issues.
- Serve clients regardless of gender, age, disability, ethnicity, race, religion, income, or sexual orientation.
- Utilize SHIIP/SMP and Medicare materials and resources to stay up-to-date on issues affecting Medicare Beneficiaries
- Maintain the SHIIP/SMP Volunteer Counselor Handbook to keep information current.
- Use Medicare internet-based programs to help clients compare prescription drug 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.

DESIRED QUALIFICATIONS:

- Ability to listen, identify beneficiary issues, and problem solve
- Ability to maintain confidentiality
- Willingness to advocate on behalf of beneficiaries with Medicare
- Ability to work independently or as 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.