



Strengthening Communities, Empowering People

Job Title: State Health Insurance Assistance Program (SHIP) Volunteer

Department: Area Agency on Aging (AAA)

Reports to: State Health Insurance Assistance Program (SHIP)
Coordinator

Prepared by/Date: Program Assistant, 2/28/2014

Approved by/Date: Executive Director

Summary:

Under the direct supervision of the Program Development Specialist, and the State Health Insurance Assistance Program (SHIP) Coordinator a SHIP volunteer will provide information, counseling and assistance to Medicare Beneficiaries, their families and caregivers with regard to Medicare, Medicare Advantage, Medigap, Appeals, ESRD and disability, and Long Term Care Insurance.

Essential Duties and Responsibilities:

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address agency needs and changing agency practices. These specifications are intended to present a descriptive list of the range of duties performed by employees in the class and are not intended to reflect all duties performed within the job.

1. Volunteer must complete all 20 hours of initial training;
*Medicare Part A & B, Medicare Advanage, Medigap, Appeals, ESRD and disability, Long Term Care
2. Complete 16 hours of mentoring.
3. Complete 8 hours of in-service annually.
4. Comply with all pertinent policies and procedures set forth by the State Program, WACOG Area Agency on Aging and/or local Coordinator.
5. Provide counseling services in a local Senior Center or similar venue per agreement with assigning Coordinator.
6. Provide all services without conflict of interest or bias towards a for-profit entity.
7. Maintain the confidentiality of client information, respecting their right to privacy and dignity.
8. Assess needs of clients for information and assistance.
9. Provide information on Medicare, Medicare Advantage, Medigap, Appeals, ESRD and disability, and Long Term Care Insurance.
10. Counsel and assist clients in filing claims, appeals, Cost Sharing applications, disenrollment forms, and Arizona Long Term Care applications.
11. Provide reports as required by the program.

Time Commitment:

The SHIP Volunteer will need to complete all necessary hours of training, mentoring and in-services. The SHIP Volunteer will determine their ability to serve and schedule hours of service with their SHIP coordinator.

Qualifications:

To perform this job, an individual must be personable and able to work well with others. Have the ability to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, demands and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Reasoning Ability:

1. Ability to have a sensitive and caring attitude.
2. Ability to identify problems tactfully.
3. Ability to solve problems with tact.

Required Skills, Abilities, and Knowledge:

1. Ability to be reliable and punctual.
2. Ability to communicate effectively both verbally and in writing. Ability to speak Spanish is desirable.
3. Ability to handle all situations with tact and remain impartial.
4. Interest in and committed to serving the community, and a desire to help.
5. Willing to learn complex Medicare information and continue to educate themselves on changes in the system.

Physical Demands:

The duties of this position require frequent sitting, standing, bending and reaching. May require lifting or moving objects up to 25 pounds. Requires manual dexterity sufficient to operate standard office machines such as computers, copy machines, calculators, telephones and other office equipment. Requires normal range of hearing and vision.

Mental Demands:

The mental characteristics necessary to competently perform the duties of this position involve the occasional need to be creative and imaginative; ability to give, receive and analyze information; formulate work plans; the frequent need to instruct, persuade and negotiate; and the continuous need to be resourceful in solving problems.

Work Environment:

While performing the duties of this job, the volunteer works in an air-conditioned, non-smoking office environment. The noise level varies but is generally quiet.

Other Qualifications:

1. Valid Arizona Driver License
2. MVR report of acceptable driving record
3. Proof of vehicle liability insurance
4. Proof of employment eligibility in accordance with Immigration Act of 1987 and subsequent revisions.
5. Level One Fingerprint Clearance as required by DES
6. Complete Criminal History Affidavit
7. Must be 18 years of age or older
8. Must pass a Request for Search of Central Registry for Background Check
9. Complete a Direct Service Position Form

Signature: _____ Date: _____

Name: _____

With my signature, I acknowledge reading the State Health Insurance Assistance Program (SHIP) Volunteer job description and understand the essential duties and responsibilities of this position.

Revised By / Date: Program Assistant II, K. Waldrige; 5/22/18

Approved By/ Date: Operations Manager, K. Julle; *(Date Pending)*