

Health Insurance Advocacy and Counseling Program (HICAP) Volunteer Counselor

The HICAP Volunteer Counselor, under the supervision of the Program Manager, counsels, provides information, and advocates on behalf of Medicare beneficiaries. Some volunteers may also take part in long term care insurance counseling and community education.

Duties:

- Counseling: provide individual counseling and information to Medicare beneficiaries regarding Medicare related insurance including prescription drug coverage.
- Advocacy: assist individuals, as appropriate, to ensure clients' rights and privileges under Medicare and other applicable federal and California laws or regulations are upheld; other interventions as needed and appropriate.
- Data Entry: maintain accurate records on client contacts and services provided, and enter counseling activity within online database.

Qualifications and Skills:

- Computer skills which will allow one to research an issue and to document demographic information, counseling activity and case narratives on a State-wide database (training is provided).
- Compliance with all policies and procedures of HICAP as set forth by the California Department of Aging.
- Capacity to maintain an objective and unbiased attitude when dealing with clients and their cases.

Training Requirements:

The HICAP counselor will provide HICAP services from a designated or approved HICAP service site, such as a hospital, library, senior center, etc. We have flexibility to assign a counseling location and schedule to accommodate your availability.

Confidentiality: The protection a client's right to privacy is of paramount importance to the HICAP. All counselors must abide by a contract that assures client confidentiality and must comply with the program's confidentiality and conflict of interest directives.

It is required to pass background check.

Time Commitment:

- Initial training includes a minimum of 24 hours classroom/webinar training.
- Internship 10 hours of (observing appointments).

All counselors must be able to provide a minimum of 6 hours of counseling per month. A counselor is required to provide a minimum of 40 hours of service annually (combination of training & counseling activity). A counselor must complete 12 hours of refresher training (in a 12 month period) in order to maintain his/her registered status. Monthly trainings are held from 11:00am to 1:00pm, the 3rd Tuesday of each month.

Benefits:

- Make a personal, direct, immediate positive impact for others.
- Develop in-depth knowledge on navigating Medicare.
- Free training, support, and background check.
- Increase or develop public speaking, advocacy, and conflict resolution skills.