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**JOB DESCRIPTION**

**POSITION TITLE:** HICAP Assistant

Health Insurance Counseling and Advocacy Program (HICAP)

**COMPENSATION:** Benefitted Position at 40 hours per week

**FLSA STATUS:**  Non-exempt

**SUPERVISION:**  HICAP Manager, Alliance on Aging

**LOCATION:** Alliance on Aging Administrative Offices

 247 Main Street Salinas, CA 93901

**SUMMARY:** The HICAP Assistant will support the HICAP in a variety of areas. These will include, but not be limited to, those listed below.

# ESSENTIAL DUTIES AND RESPONSIBILITIES

* Successfully complete training to become registered as a HICAP counselor with the California Department of Aging
* Provide Medicare counseling & advocacy to HICAP clients over the telephone and in person
* Enter client intake information and Public and Media activity into the data base and provide other clerical and administrative assistance as assigned
* Assist clients with telephone inquiries, scheduling of appointments and forms completion
* Act as a liaison between counselors and the HICAP Manager
* Assure appointments are confirmed & volunteers are notified with the details of their schedule
* Provide technical assistance & support to volunteers during/following appointments
* Provide outreach in the community as assigned
* Promote the programs of the Alliance on Aging
* Link clients with community resources and services
* Attend monthly HICAP training meetings and Alliance on Aging staff meetings
* Other duties as assigned

# KNOWLEDGE, ABILITIES, AND SKILLS

* A strong affinity and concern for the welfare of older people
* Bachelor’s Degree in Human Services, Counseling, Gerontology, Social Work, or related field
* Bilingual in Spanish and English required
* Knowledge of, or willingness to learn, Medicare benefits and regulations (Individuals are required to receive CA Dept. of Aging mandated training to qualify for HICAP counselor certification.)
* Knowledge of, or willingness to learn, community resources
* Computer proficiency including data base applications, word processing, and spreadsheets
* Familiarity with the operations of nonprofit agencies and services
* Ability to work effectively with people in a variety of situations including staff of other agencies
* Ability to work effectively with people from diverse backgrounds
* Ability to work independently and effectively as part of a team
* Excellent organizational skills
* Ability to work primarily in Salinas with flexibility to work at a variety of other sites within Monterey County as necessary
* Valid California driver’s license, auto insurance, and personal means of transportation
* Proof of eligibility to work in the United States
* Absence of a criminal record as determined by a fingerprint check through the California Department of Justice

**COMPENSATION AND BENEFITS**

Non-exempt position, pay range of $17-$20 per hour, DOE.

Alliance on Aging Employees working a minimum of 30 hours per week are eligible for a benefits package including health, dental, and vision insurance; a 403B retirement plan with 4% employer contribution after one year of continuous service; accrue two (2) weeks of vacation in year one - three, twelve (12) sick days per year, and eleven holidays (prorated for employees working between 30 and 40 hours). Mileage is reimbursed at the current IRS rate.