



JOB DESCRIPTION

<u>POSITION TITLE:</u>	HICAP Counselor Health Insurance Counseling and Advocacy Program (HICAP)
<u>COMPENSATION:</u>	Benefitted Position at 40 hours per week \$23- \$28 per hour
<u>FLSA STATUS:</u>	Non-exempt
<u>SUPERVISION:</u>	HICAP Manager, Alliance on Aging
<u>LOCATION:</u>	Alliance on Aging Administrative Offices 247 Main Street Salinas, CA 93901

SUMMARY: The HICAP Counselor 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 HICAP new counselor training and internship leading to appointments to become a registered HICAP counselor with the California Department of Aging
- Provide Medicare counseling & advocacy to HICAP clients over the telephone, Zoom and in person
- Maintain current knowledge of Medicare-related topics and apply to client cases as appropriate
- Enter client intake information and Public and Media activity into the database 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 & presentations in the community as assigned
 - Outreach may be provided in cities throughout Monterey County

- 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 preferred in Human Services, Counseling, Gerontology, Social Work, or related field
- Bilingual (English & another language, preferably Spanish)
- 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 \$23-\$28 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.

Applicants can submit resume to: Jody Rogers, Director of Programs
jrogers@allianceonaging.org and Elizabeth Corona, HICAP Program Manager
ecorona@allianceonaging.org

Alliance on Aging
247 Main St.
Salinas, CA 93901
(no phone calls please.)