



State Health Insurance Assistance Program (SHIP) Volunteer Counselor Job Description

Role Summary

The SHIP Volunteer Counselor position will be located at the D.C. Department of Aging and Community Living (DACL). This role is considered part of the State Health Insurance Assistance Program (SHIP), which is responsible for providing free, person-centered health insurance information, education, and counseling services to Medicare and Medicaid beneficiaries and seniors who live in the District of Columbia.

Duties and Responsibilities

The SHIP Volunteer Counselor will educate individual beneficiaries on Medicare-related issues (including Medicare Advantage, Medicare Part D, Medicaid and retiree benefits); supports beneficiaries to help them resolve issues regarding Medicare, Medicaid, and private health insurance, as well as high medical bills, access to care and other related health insurance administration issues. When appropriate, the SHIP Volunteer Counselor provides assistance with enrollment into Medicare Part D, Medicare Advantage, and other Medical Assistance programs selected by the beneficiary. They will also deliver training presentations to beneficiaries, caregivers and professionals and develop strategies for expanding awareness of SHIP services by partnering with organizations that work with seniors and individuals with long-term disabilities.

Qualifications

- Customer Service mind-set: professionalism, tact, courtesy and patience in working with people with disabilities and individuals from diverse cultural and economic backgrounds
- Interest in and aptitude for working with Medicare and health insurance issues and an ability to communicate information clearly and effectively.
- Willingness to comply with all policies and administration procedures established by SHIP and to ensure client confidentiality.
- Ability to be objective and unbiased and to refrain from recommending specific health insurance plans.
- Computer, e-mail and Internet skills
- Satisfactorily completes continuation training as required by the Senior Health Insurance Assistance Program
- Have not been active in selling insurance, worked for an insurance company, and/or held an insurance license for at least one year prior to volunteering. SHIP volunteers **cannot** have any potential financial gain from being a SHIP Volunteer Counselor.

Work Conditions/Environment

The work is performed in an office environment and may also require occasional trips to community settings.

Benefits

SHIP Volunteer Counselors will have the satisfaction of assisting people in obtaining affordable health care coverage. They will receive on-job-training, gain valuable experience and learn new skills as personal coaches and respected advisers. SHIP Volunteer Counselors will receive recognition for their

contributions to participating in a national effort to educate and empower Medicare beneficiaries, their caregivers, and the public.

Other Significant Facts

This Position Requires a Pre-Employment Criminal Background Check.

Tour of Duty

Shifts are available Monday – Friday during the hours of 8:30am-4:30pm

Time Commitment

Minimum of 100 hours volunteer service in a calendar year with an agreed-upon number of volunteer hours per month.