

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

Overall Goal and Desired Impact on Community Upon Accomplishing This Goal:

- Education and assistance to Medicare beneficiaries
- Reduction in stress of Medicare beneficiaries concerning their Medicare coverage
- Helping Medicare beneficiaries avoid spending more money than they have to

Duties and Responsibilities:

- Completion of Client Contact and Public and Media Activity Forms
- Explanation and comparison of Medicare Supplement insurance with associated paperwork
- Explanation, comparison of, and enrollment in Medicare Advantage Plans with associated paperwork
- Explanation, comparison of, and enrollment in Medicare Prescription Drug Plans with associated paperwork
- Explanation of Medicare Parts A and B benefits
- Referrals to other available services
- Casework – troubleshooting issues with Medicare (Parts A, B, C, and D), Medigap, employer group coverage, etc.

Qualifications and Experience:

- Good communication skills (written and oral)
- Good organization skills
- Ability to navigate the Internet
- Ability to independently resolve problems
- Patient
- Sympathetic/Empathetic
- Impartial
- Reliable
- Commitment to provisions of SHIP Memorandum of Understanding
- Bi-lingual ability a plus

Time Requirements:

- Minimum of 10 hours per month

Benefits to Volunteer Counselors:

- Mental Stimulation
- Fulfillment from helping others
- Knowledge gained that is helpful to the community
- Flexible SHIP work schedule – days of week and times of day
- Camaraderie with other SHIP counselors

