

JOB DESCRIPTION

TITLE: HICAP Counselor

GENERAL DESCRIPTION: Health Insurance Counseling and Advocacy Program (HICAP) Counselor, under the direction of the HICAP Manager, provides information and advocates for Medicare eligible clients. HICAP is a program of the Area 1 Agency on Aging under direction from the California Department of Aging. Duties include informing the public and all interested parties about Medicare and private health insurance programs and options.

SPECIFIC DUTIES:

- Complete California state training requirements to become a Registered HICAP Counselor. Additional training to become a Registered Community Educator and Registered Long-term Counselor to be considered after first year as a HICAP Counselor. Participate in continuous training to ensure current knowledge of applicable information, procedures and regulations.
- Assist Medicare beneficiaries in person and on the telephone with direct counseling and informal advocacy involving Medicare billing claims and problems, Medicare Supplement plans, Medicare Advantage Plans, Medicare Prescription Drug Plans, and Long-Term Care Insurance. May counsel clients from remote locations, such as senior centers.
- Assist individuals to ensure clients' rights and privileges under Medicare and other applicable federal and California law or regulations are upheld; make appropriate referrals to legal services and/or other agencies, and other interventions as needed and appropriate.
- Using computer database, enter and maintain accurate client information and case notes for program tracking of client contacts. Submit monthly reports as requested regarding client contacts.
- Perform computer research to prepare for client counseling and advocacy, including Internet research and locating information resources as needed.
- Participate in outreach activities and public relations. May be trained to provide public presentations about Medicare programs to community groups and providers.

QUALIFICATIONS:

BA or BS Degree with major course work in social services, health services, or public administration and two years of experience in social services, health care or educational field is preferable.

REQUIRED SKILLS:

- Excellent written and oral communication skills, including ability to communicate with older adults and people with disabilities and their caregivers/families. Must demonstrate sensitivity and respect for dignity and self-determination. Must be able to relate to people of diverse backgrounds.

- Proficiency with computers, including using Google Calendar, Internet research, and database entry. Must maintain accurate and complete client records and reports.
- Demonstrated ability to analyze and interpret complex information. Assist clients in understanding options, and use tact and skill to advocate for clients, when necessary.
- Excellent planning and organizations skills, attention to detail, ability to analyze and solve problems, and to consistently exercise good judgment.
- Must be able to cooperate as a flexible team member and work independently with general direction. Must be able to interact with other Area 1 Agency on Aging program staff and community partners. Ability to function effectively during busy counseling periods.
- Ability to protect a client's right to privacy and must comply with the Program's confidentiality and conflict of interest directives.
- Ability and willingness to travel within Humboldt County if needed.

PHYSICAL REQUIREMENTS:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Physical Requirements:

- Ability to work on multiple tasks.
- Pleasant and clearly understandable phone voice.
- Ability to sit at a desk for up to one hour at a time.
- Ability to lift and/or move up to 10 lbs.
- Ability to operate computer and other equipment in the office necessary to the position.
- Must have sufficient mobility to move around Agency sites, contractor sites, and to interact with the community freely
- Ability to bend and stoop in order to file and shelve.

In the event of a community or agency disaster, job duties and responsibilities may change as directed by the Executive Director or other authorized agency representative. These duties would be related to assisting our client population, senior service providers, the agency, or other community organizations, in disaster and recover operations, following the agency disaster plan.