

JOB DESCRIPTION

TITLE: Health Insurance Counseling and Advocacy Program (HICAP) Counselor

GENERAL DESCRIPTION: Provides information and advocates for Medicare eligible clients. Duties include informing the public and all interested parties about Medicare and private health insurance programs and assisting Medicare beneficiaries through direct counseling and informal advocacy to support informed decision making.

SPECIFIC DUTIES:

1. Assist Medicare beneficiaries in person, through video platforms, and on the telephone with direct counseling and informal advocacy involving Medicare billing claims and problems, Medigap plans, Medicare Prescription Drug Plans, and Long-Term Care Insurance. May counsel clients at remote locations, such as a senior centers, or visit a homebound client.
2. Assist individuals to ensure 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 provide other interventions as needed and appropriate.
3. 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.
4. Using program database, maintain accurate client information and case notes on client contacts and services provided and prepare reports and other data/information as requested. Submit monthly reports as requested regarding client contacts.
5. Perform research to prepare for client counseling and advocacy.
6. May be trained to provide public presentations about Medicare and other insurance coverage and programs for community groups and service providers.
7. May assist HICAP Manager with volunteer coordination, including volunteer recruitment and training.

QUALIFICATIONS:

1. BA or BS Degree with major course work in social services, health services, or public administration or four years of experience in increasingly responsible positions in social services, education, or health care fields.
2. Passion for and experience with helping older adults and people with disabilities.
3. Professional and polite in interactions with co-workers, clients, and the public.
4. Valid driver's license, insurance, and a clean driving record.
5. 18 years of age or older.

REQUIRED SKILLS:

1. Excellent written and oral communication skills, including ability to communicate with older adults and people with disabilities and their caregivers/families.
2. Demonstrated sensitivity and respect for the dignity and self-determination of clients. Must be able to relate to people with diverse backgrounds and lived experience.
3. Proficiency with computers, including using Microsoft Windows, research, and database entry. Must maintain accurate and complete client records and reports.
4. Demonstrated ability to analyze and interpret complex information. Assist clients in understanding options, and use tact and skill to advocate for clients, when necessary.
5. Excellent planning and organizations skills, attention to detail, ability to analyze and solve problems, and to consistently exercise good judgment. Ability to function effectively during busy counseling periods.
6. 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.
7. Ability to protect a client's right to privacy and comply with the confidentiality and conflict of interest directives.
8. Ability and willingness to travel within Humboldt and Del Norte counties.

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 20 lbs.
- Ability to operate computers and other equipment in the office necessary to the position.
- Must have sufficient mobility to move around to community sites and to interact with the community freely.
- Ability to file and shelve resource materials, supplies, and other needed items.

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 recovery operations, following the agency disaster plan.