

## **HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP) COUNSELOR AND VOLUNTEER COORDINATOR**

### **GENERAL DESCRIPTION**

Provides information and advocates for Medicare eligible clients. Duties include informing the public and all interested parties about Medicare and other private health insurance programs related to Medicare, as well as assisting Medicare beneficiaries through direct counseling and informal advocacy to support informed decision making. Under the direction of the HICAP Manager, provides primary support for and supervision of HICAP volunteers including recruitment, training, scheduling, and technical assistance.

### **DEMONSTRATED EXPERIENCE AND SUCCESS IN THE FOLLOWING AREAS IS ESSENTIAL**

- Written and oral communication skills.
- Supervising staff or volunteers, scheduling, and training.
- Relating to people with diverse backgrounds and lived experience.
- Computers, including using Microsoft Windows, research, and database entry.
- Maintain accurate and complete records and reports.
- Analyzing and interpreting complex information and the ability to explain it to others.
- Planning and organizational skills, attention to detail.
- Analyzing and solving problems.
- Functioning effectively during busy periods.
- Cooperating as a flexible team member and working independently with general direction.

### **QUALIFICATIONS:**

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.

Passion for and experience with helping older adults and people with disabilities.

Valid driver's license, insurance, and a clean driving record. Ability to travel within the bi-county area independently. 18 years of age or older.

Competency with computers, including proficiency in Microsoft software and Internet use.

### **BENEFITS**

Health, dental, and vision. Generous vacation and sick leave. 403(b) retirement plan. Opportunity to work for a mission driven organization and team doing important work.

**FULL TIME** - 35 hours per week (non-exempt position). To start immediately.

**LOCATION:** 333 J Street, Eureka.

**STARTING SALARY RANGE:** \$19.50-\$21.50 (hourly) \$35,490-\$39,130 (annually)

**TO APPLY**

A1AA is an EOE and Certified Age Friendly Employer (CAFÉ). Submit A1AA application (found at [www.a1aa.org](http://www.a1aa.org)), two letters of recommendation, and a cover letter to 333 J Street, Eureka, CA 95501. A complete job description can be found [a1aa.org](http://a1aa.org). A pre-employment background check is required of all final candidates. Open until filled. Contact Rosana Bruhnke with questions at 707-444-3000, ext. 214 or [rbruhnke@a1aa.org](mailto:rbruhnke@a1aa.org).