

Johnson County Human Services & Aging Volunteer Job Description

SHICK Volunteer Counselor

Position Summary

Provide confidential Medicare and health insurance counseling services, without conflict of interest. This service is provided by the Johnson County Area Agency on Aging, as contracted by the Kansas Department on Aging

Work Location

Client contacts may be completed by phone from Volunteer's home. Contacts may also be completed face-to-face at a public meeting location, the Sunset Drive Building and on rare occasion, at client's home, will be determined by Program Staff.

Training

- ✓ Read and sign the Memorandum of Understanding Counselor Responsibilities and Obligations and agree to uphold all that is outlined in this document
- ✓ New volunteers are required to complete a 3-day SHICK certification training
- ✓ Certification will be maintained through yearly update training involving 12 hours
- ✓ Complete other training as required

Duties and Responsibilities

- ✓ Attend program orientation
- ✓ Provide confidential individual health insurance counseling services without conflict of interest and in compliance with SHICK regulations
- ✓ Provide referrals, based on clients needs, to appropriate resources
- ✓ Complete SHICK Volunteer Counselor Contact Report Forms and send monthly to the SHICK Volunteer Coordinator
- ✓ Provide information to the public regarding Medicare and other health insurance issues
- ✓ Maintain frequent communication with the SHICK Coordinator
- ✓ Educate public through community events or public presentations, as appropriate (**optional**)
- ✓ Read SHICK news on list-serv
- ✓ Inform Volunteer Coordinator of personal contact information updates, when appropriate
- ✓ Volunteer will wear Volunteer ID tag when visiting with client

Qualifications

- ✓ Must be at least 21+
- ✓ Provide your own vehicle/transportation
- ✓ Ability and willingness to support the mission of the organization
- ✓ Ability to work independently and follow directions as a team member
- ✓ Ability to relate to people; friendly, supportive and compassionate attitude
- ✓ Prefer volunteer have a computer and personal email account
- ✓ Ability to use the Internet
- ✓ Good work habits such as punctuality, dependability, honesty, open communication and ability to adapt to change

Time Commitment

- ✓ Time commitment will be agreed upon by SHICK Volunteer Counselor and SHICK Coordinator. This will include number of calls volunteer can handle each week and days available – At minimum, will volunteer once every ninety days, unless otherwise arranged with program staff

SHICK Program Staff

Karen Mitscher
SHICK Volunteer Coordinator
913-715-8855
karen.mitscher@jocogov.org

Responsibilities of Human Services & Aging

- ✓ Orient and train volunteers
- ✓ Keep volunteers informed of program updates and changes
- ✓ Work with volunteers to coordinate time and schedule
- ✓ Manage program to optimize volunteer safety

Benefits

- ✓ Involvement in a volunteer activity that makes a positive impact on lives of individuals, their families and the community
- ✓ Personal satisfaction in helping HS/A clients continue independent living

Required Forms and Documentation

- ✓ Signed Memorandum of Understanding Counselor Responsibilities and Obligations
- ✓ Volunteer application
- ✓ Code of Ethics Form
- ✓ HIPAA Form
- ✓ Confidentiality Form
- ✓ Signed release for criminal background check

Volunteer Coordinator

Benita Webber
Volunteer Services Coordinator
913.715.8859
benita.webber@jocogov.org

This job description has been reviewed with me. My questions and concerns have been answered. I understand I am free to contact the Volunteer Coordinator at anytime to discuss further questions.

Volunteer's Signature

Date

Volunteer Coordinator's Signature

Date