



Jayhawk Area Agency on Aging, Inc.
Senior Health Insurance Counseling for Kansas (SHICK)
Administrative Support Volunteer Description

Department: Information

Reports To: OAA Program Supervisor & JAAA SHICK Coordinator

Summary: Senior Health Insurance Counseling for Kansas (SHICK) is a free program offering Kansans an opportunity to talk with trained, community volunteers and get answers to questions about Medicare and other insurance issues. SHICK counselors do not work for any insurance company. The goal is to educate and assist the public to make informed decisions on what's best for them. Volunteer SHICK Administration support is considered to be in a position of trust.

Time Commitment:

- ◇ 4 hours a week minimum. More hours available based on volunteer's availability and interest.

Essential Responsibilities:

- ◇ Copying, filing, data entry, and placing outbound phone calls in support of SMP/ SHICK/MIPPA.
- ◇ Maintain client confidentiality at all times
- ◇ Volunteers in this role do not take inbound phone calls or field questions from the public.

Eligibility:

- ◇ Ability to work with others
- ◇ Sensitive, caring, confident attitude
- ◇ Good written and oral communication skills
- ◇ Strong organizational skills
- ◇ Willingness to commit sufficient time to handle several ongoing projects at once
- ◇ Familiarity with the computer and the Internet
- ◇ Fluent in English.
- ◇ Fluent in other languages is highly desirable.

Application & Screening Process:

It is important to know that the screening process is more demanding for these SHICK roles identified as "positions of trust." A position of trust is one in which a volunteer has access to another person's protected personal, health care, or financial information.

- ◇ Complete the SHICK application and interview process
- ◇ Pass a background check
- ◇ Satisfactorily complete initial SHICK certification training.

Supports:

- ◇ Formal training on Medicare, Medicare Supplement Insurance, Long-Term Care and other health insurance subjects that concern older Kansans.
- ◇ On-going training and support from the JAAA SHICK Coordinator and state SHICK staff.

Benefits:

- ◇ Knowing that your skills and experience are contributing to the education and empowerment of older adults regarding Medicare and health insurance options.