



**Jayhawk Area Agency on Aging, Inc.**  
**Senior Health Insurance Counseling for Kansas (SHICK)**  
**Volunteer Group Presenter 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 Group Presenter is considered to be in a position of trust.

**Time Commitment:**

- ◇ As needed. Presentations scheduled in one hour time slots.

**Essential Responsibilities:**

- ◇ Giving substantive presentations on SHICK, Senior Medicare Patrol (SMP) and Medicare Improvements for Patients and Providers Act (MIPPA) topics to small and large groups.
- ◇ Provide opportunities for interaction with the audience during Q & A discussion time.
- ◇ Maintain client confidentiality at all times
- ◇ Complete record of SHICK group presentations

**Eligibility:**

- ◇ Desired to have training and experience as a SHICK volunteer counselor.
- ◇ Strong organizational and communication skills
- ◇ Comfortable with talking to groups
- ◇ Strong listening skills
- ◇ Ability to work with others
- ◇ Sensitive, caring, confident attitude
- ◇ Familiarity with the computer and the Internet

**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.