



Navigating
Medicare

MMAP Team Job Descriptions: Outreach Assistant

Position Description:

To promote community awareness of Michigan Medicare/Medicaid Assistance Program (MMAP) and its services.

Supervisor: MMAP Coordinator

Time Commitment:

- A minimum of one year, and an average of 12 hours per month
- Orientation and four-day initial training

Responsibilities:

- Distribute MMAP information and volunteer recruitment materials to appropriate community partners including health care providers, places of worship, social service agencies, media outlets, and other referral sources
- Deliver community presentations about MMAP's services, volunteer opportunities, and other selected topics to a variety of audiences including Medicare beneficiaries, caregivers, community partners and providers
- Represent MMAP at local community events such as health fairs
- Develop or adapt promotional materials such as flyers, notices and press releases
- Assist with the development of new partnerships with agencies and organizations, and other outreach and marketing support, as needed
- Comply with MMAP policies and guidelines, including those for confidentiality and documentation of counseling services

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Desired Qualifications:

- Good written and oral communication skills
- Comfortable speaking with large audiences
- Ability to use Microsoft Powerpoint program and audio visual/computer equipment
- Internet and email access
- Active involvement in community groups, associations and events
- Reliable transportation, valid driver's license and clean driving record

Support to be Provided:

- Orientation to MMAP and program site
- Orientation to outreach, volunteer recruitment and educational materials
- Comprehensive, informative, and interactive initial training to learn the knowledge base of MMAP counselors and the scope of MMAP services
- Access to regularly scheduled MMAP counselor update trainings
- Resource manuals and access to online resource materials
- MMAP Coordinator to assist with scheduling and promoting outreach or educational events
- All necessary presentation aids and equipment

MMAP Mission

To educate, counsel, and empower Michigan's older adults and individuals with disabilities, and those who serve them, so that they can make informed health benefit decisions.

