



Job Description: Counselor

Title: Counselor

Description: Provides one-on-one assistance to help people navigate Medicare and related health insurance programs.

Supervisor: VICAP Coordinator

Time Commitment: An average of ____ hours per month for a minimum of _____.

Responsibilities:

- ◆ Participates in basic and update trainings as required and satisfactorily completes certification requirements
- ◆ Complies with VICAP policies and guidelines for counselors, including those regarding confidentiality and reporting of VICAP activities
- ◆ Provides information about, and assistance with, issues related to Medicare, Medicaid, supplemental health insurance, long-term care insurance, other related health insurance programs, and fraud and abuse
- ◆ Provides one-on-one counseling in person, by phone, at specified VICAP locations, during special enrollment events, or in clients' homes
- ◆ Uses internet-based programs to help clients compare health plan and prescription drug plan options and access other benefits
- ◆ Assesses clients' needs and makes referrals to appropriate community resources
- ◆ Advocates on behalf of clients to help them resolve problems with their public or private health benefits

Desired Qualifications:

- ◆ Ability to listen, identify client issues, and problem solve
- ◆ Willingness to advocate on behalf of people with Medicare
- ◆ Willingness to learn and retain information
- ◆ Good written and oral communication skills
- ◆ Strong organizational skills
- ◆ Confidence using the computer and the Internet
- ◆ Access to the Internet and email
- ◆ Ability to get along well with others
- ◆ Sensitivity in working with vulnerable populations

Support Provided by VICAP:

- ◆ Orientation to VICAP, including program site and staff
- ◆ Comprehensive initial training program to prepare you for the job
- ◆ Regularly scheduled update trainings
- ◆ Mentoring by VICAP Coordinator and experienced COMPASS Team members
- ◆ Access to high quality resource material and experts at the state and federal levels

Benefits:

- ◆ Positively influence the lives of people with Medicare
- ◆ Learn about the complexities of the health insurance system
- ◆ Meet new people and be part of a dynamic team
- ◆ Help people save money
- ◆ Learn new skills and experience professional growth

I have discussed the responsibilities of this COMPASS Team position with my local program coordinator. I understand the responsibilities, qualifications, benefits, and support that will be provided by VICAP. I have received a copy of this job description.

Team Member's Signature: _____ Date: _____

Coordinator's Signature: _____ Date: _____