



Job Description: Outreach Assistant

Title: Outreach Assistant

Description: Educates the community about VICAP, 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
- ◆ Delivers public presentations to a variety of audiences, including Medicare beneficiaries, caregivers, community partners and health care providers. Presentation topics may include:
 - ◆ VICAP, its services, and volunteer opportunities
 - ◆ Medicare, Medicaid, Medicare supplemental insurance, long-term care insurance, other related health insurance programs, or fraud and abuse
- ◆ Represents VICAP at local community events such as health fairs
- ◆ Assists with the development of new partnerships, and other outreach support, as needed

Desired Qualifications:

- ◆ Good written and oral communication skills
- ◆ Strong planning and organizational skills
- ◆ Comfortable with public speaking
- ◆ Active involvement in community groups, associations, and events
- ◆ Reliable transportation, valid driver's license, and clean driving record
- ◆ Confidence using the computer and the Internet
- ◆ Access to the Internet and email
- ◆ Ability to get along with others
- ◆ Sensitivity in working with vulnerable populations

- ◆ **Support Provided by VICAP:**
- ◆ Orientation to VICAP, including program site and staff
- ◆ Orientation to outreach, volunteer recruitment, and educational materials
- ◆ Comprehensive initial training program to prepare you for the job
- ◆ Regularly scheduled update trainings
- ◆ VICAP Coordinator to assist with scheduling and promoting outreach or educational events
- ◆ All necessary presentation aids and equipment
- ◆ 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: _____