



Job Description: Site Manager

Title: Site Manager

Description: Provides overall leadership and management for a satellite VICAP site.

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
- ◆ Works with the local program coordinator to establish a satellite VICAP site
- ◆ Recruits COMPASS Team members to provide assistance at the satellite location
- ◆ Provides direction and guidance to team members and is available to assist in problem identification, research, and resolution
- ◆ Oversees scheduling, reporting, and program publicity for the satellite location
- ◆ Maintains a good working relationship with the site sponsor
- ◆ Provides periodic update training for team members at the site under the guidance of the local program coordinator

Desired Qualifications:

- ◆ Strong leadership and management skills
- ◆ Ability to work well independently and as part of a team
- ◆ Good written and oral communication skills
- ◆ Strong organizational skills
- ◆ Willingness to learn and retain information
- ◆ 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 to do the job
- ◆ Regularly scheduled update trainings
- ◆ Mentoring by VICAP Coordinator and experienced COMPASS Team members
- ◆ Guidance from VICAP Coordinator about issues related to satellite site management
- ◆ 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: _____