



VOLUNTEER COORDINATOR JOB DESCRIPTION

Program/Position Information

SHIBA is a program of the Department of Consumer and Business Services (DCBS). Its purpose is to administer a State Health Insurance Assistance Program (SHIP) in Oregon, regulated by the federal Administration for Community Living (ACL). SHIBA trains volunteers statewide in the following areas: Medicare Parts A and B, Medicare Supplements (Medigap), Medicare Advantage, Medicare Part D, Medicare Fraud & Abuse; and educates about long-term care insurance, other types of health insurance, and health insurance related issues.

SHIBA assists DCBS in fulfilling its obligation to protect the insurance-buying public through one-on-one counseling, consumer education, insurance agent education and referral services.

The purpose of this position is to coordinate the activities of local community volunteers. The position reports directly to the sponsoring organization and SHIBA Field Officer.

Duties

- Recruit, qualify, train, and supervise SHIBA volunteer counselors.
- Host, as needed, a New Volunteer Training or Masterclass conducted by the State SHIBA staff.
- Track volunteer certification / recertification process, data enter activities into STARS database and periodically evaluate volunteer performance.
- Conduct regularly scheduled meetings with volunteers. Meetings may be in-person, teleconference, or a combination of both. Provide volunteers with on-going training and support.
- Provide or arrange private space for volunteer trainings, counseling clients, and secure record-keeping.
- Schedule one-on-one counseling appointments for volunteers.
- Follow sponsoring organization's and SHIBA's special records retention schedules, whichever is more restrictive.
- Publicize and promote SHIBA program services.
- Coordinate monthly Beneficiary Contact and Group and Media Outreach and Other Activity forms reporting via direct data entry into the STARS website, per ACL guidelines.
- Mandatory participation in monthly statewide coordinator conference calls and act as liaison for the sponsoring organization.
- Perform all other administrative functions within the program including recurring reports, budget management, and other functions as directed.
- Submit semi-annual Claim for Reimbursement to central office, per grant contracts and SHIBA program guidance.
- Actively participate in annual site review coordinated by your field officer.