



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, 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 organize SHIBA volunteer counselors.
- Host, as needed, a New Volunteer Training conducted by the State SHIBA staff.
- Track volunteer certification process 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 record-keeping.
- Schedule one-on-one counseling appointments.
- Coordinate and maintain program record keeping, including adherence to Oregon SHIBA Security Plan.
- Publicize SHIBA program services.
- Coordinate quarterly Client Contact and Public and Media form reporting via direct data entry into the SHIP NPR website, per ACL guidelines.
- Attend monthly State SHIBA meetings and act as liaison for the sponsor.
- Perform all other administrative functions within the program including quarterly/recurring reports, budget management, and other functions as directed.
- Submit annual Resource Report and semi-annual Claim for Reimbursement to central office, per ACL guidelines.