



VOLUNTEER JOB DESCRIPTION

Program/Position Information

SHIBA is a program of the Department of Consumer and Business Services. Its purpose is to administer the Administration of Community Living (ACL) State Health Insurance Assistance Program in Oregon. 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 educate about long-term care insurance, other types of health insurance, and health insurance related issues.

SHIBA assists the department 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 provide one-on-one confidential and objective health insurance information and assistance to Medicare beneficiaries. The position reports directly to the Volunteer Coordinator and the sponsoring organization.

Duties

- Successfully complete SHIBA Volunteer Application, screening process, volunteer training and required internship.
- Maintain confidentiality of client information, per Oregon SHIBA Security Plan.
- Provide individual health insurance counseling at sponsor site or in clients' homes.
- Compare health and/or drug plans using the Medicare Plan Finder tool on Medicare.gov.
- Assess clients' resources and needs related to health care, health insurance, and financial assistance programs.
- Complete Client Contact forms either on-line or in paper format.
- Provide information, counseling and assistance according to SHIBA guidelines and national SHIP standards.
- Refer clients to appropriate resources as needed.

Desired Qualifications

- No conflict of interest
- Interpersonal communication skills
- Oral and written communication skills
- Basic computer skills, or be willing to learn
- Organizational skills
- A caring, helpful and respectful attitude