

Position Description

Department:	Moore County Department of Aging
Title:	<i>SHIIP/Medicare Counselor: (Grant Funded Position)</i>
Goal:	<i>The Moore County Department of Aging provides assistance with Medicare through the SHIIP (Senior Health Insurance Information Program)</i>
Duties:	<p><i>A SHIIP Counselor service includes; counseling face-to-face, over the phone, or may be asked to research a topic or issue, contact outside parties such as providers and insurance companies with the client's/beneficiary's permission and/or act as an advocate on their behalf.</i></p> <ul style="list-style-type: none"><i>• Must be able to counsel clients per SHIIP guidelines</i><i>• Must complete the Basic Training/Certification online course</i><i>• Must possess strong written and oral communication skills</i><i>• Must display a sensitive and caring attitude</i><i>• Must have the ability to learn and retain detailed information</i><i>• Attend quarterly follow-up meetings throughout the year.</i><i>• Work with the County SHIIP Coordinator in performing SHIIP outreach Activities such as health fairs, volunteer fairs, etc.</i><i>• Complete SHIIP Activity Reports after each counseling session</i>
Qualifications:	<ul style="list-style-type: none"><i>• Must be 18 years of age or older</i><i>• Must maintain SHIIP certification according to NC SHIIP guidelines</i><i>• Must possess and maintain a valid North Carolina Driver's License</i><i>• Have ability to follow and carry out instructions</i><i>• Have the willingness to learn</i>
Time Required:	<p><i>This position is primarily 8 hours per week, depending on the availability of acquiring the SHIIP/MIPPA Grants. . During the busiest time of year more hours per week may be required. The time period for the Annual Enrollment Period (AEP) is from October 15th through December 7th. SHIIP Counselors are required to attend quarterly meetings, each 2 hours in length.</i></p>
Supervisor:	<i>SHIIP Coordinator/Program Coordinator</i>
Physical Demands:	<p><i>Able to lift 5-10 lbs. to help assist with set up for health/volunteer fairs and able to climb stairs, if necessary; a negligible amount of force constantly to move objects; work requires stooping, kneeling, crouching, reaching, standing, walking, pulling, lifting, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for depth perception, color perception, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the volunteer is subject to inside and outside environmental conditions.</i></p>