

## **JOB DESCRIPTION: VOLUNTEER VICAP COUNSELOR**

**BENEFITS TO VOLUNTEERS:** You acquire valuable skills and enjoy a satisfying Volunteer experience knowing YOU have had a direct impact on someone's life.

**VOLUNTEER ROLES:** VICAP offers many different roles for volunteers. You will receive the job description and the volunteer agreement when you agree to serve in one or more roles.

The standard roles for VICAP volunteers are:

- **Counselor-** provides one on one assistance to help navigate Medicare and related health insurance programs
- **Outreach Assistant-** educates the community about VICAP, Medicare and related health insurance programs
- **Marketer-** promotes community awareness of VICAP and its volunteer opportunities
- **Part D Specialist-** provides one on one assistance to navigate Medicare prescription drug coverage choices
- **Administrative Assistant-** provides administrative support, including data entry and other clerical duties
- **Specialized Counselor-** provides one on one assistance about a specific health insurance topic

### **TASKS:**

- Utilizing computers to navigate the medicare.gov website to answer Medicare questions, eligibility, signing up for Part D, transition from Medicare Advantage, and completing extra help applications on SSI website.
- Counseling individuals with Part D plans to assist with savings and coverage of medications.
- Counseling individuals about obtaining a Supplement policy.

**TIME COMMITMENT DESIRED:** 3 HOURS. Individuals in the community call to obtain an appointment and request to have a counseling session for 1 of the tasks that have been highlighted in the description. Most appointments last 30 minutes to an hour based on the counseling needs and information they are needing. Usually, a volunteer is only scheduled to come in 1 day a week, 1 day every 2 weeks, or 1 time per month based on their availability. There are opportunities to come in more than 1 time. During the months starting with October 15<sup>th</sup> to December 7<sup>th</sup> is called Open Enrollment in which we scheduled appointments Monday through Friday from 8:30 am to 1 pm. During the rest of the year we just schedule appointments on Tuesday and Thursday morning from 9am to 12pm.

**REQUIREMENTS:** LOA VICAP needs Volunteers with basic computer skills that are available during regular business hours. Volunteers must be 18 years of age or older,

and must complete the volunteer screening process. Volunteers who assist with insurance counseling cannot be licensed brokers.

**VOLUNTEER SCREENING PROCESS:** The VICAP Volunteer Screening Process is composed of the following components: volunteer application, interview, reference checks, verification of valid driver's license and automobile insurance, criminal background check and a signed volunteer agreement.

**INTERVIEW:** VICAP local program staff will conduct an interview to determine the individual's suitability and interest in the volunteer roles. The interview will also help determine the prospective volunteer's qualification and commitment. It will provide an opportunity for the individual to ask questions about the program, volunteer duties and any other information needed to make an informed decision about volunteering. Interviews may be in person or by telephone.

**CONFLICTS OF INTEREST:**

VICAP volunteers must adhere to strict conflict of interest guidelines. No one who holds an active license as an insurance agent or broker, who works for an organization offering Medicare insurance products or who could profit from the sale of those products can volunteer in any role for VICAP. The Virginia Bureau of Insurance requires the release of the volunteer's name and address to verify any potential volunteers have no conflict of interest before VICAP can place a volunteer. Other situations such as business or political interests may also be subject to discussion. Please discuss with the LPC any business, political or personal activity that may conflict with the mission and goals of VICAP.