

# VOLUNTEER COORDINATOR JOB DESCRIPTION

## **Program/Position Information**

SHIBA is a program of the Department of Consumer and business Services. Its purpose is to administer the Centers for Medicare and Medicaid Services' (CMS) 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, long-term care insurance, and 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 coordinate the activities of local community volunteers. The position reports directly to the sponsoring organization and SHIBA Field Officer.

## **Duties**

- Assist in recruitment and screening of SHIBA volunteers.
- Track volunteer certification process and periodically evaluate volunteer performance.
- Conduct regularly scheduled meetings with volunteers, providing on-going training and support.
- In accordance with the Oregon SHIBA Security Plan, provide or arrange space for volunteer trainings, counseling clients, and record keeping.
- Schedule clients.
- Coordinate and maintain program record keeping, including adherence to Oregon SHIBA Security Plan.
- Publicize SHIBA program services.
- Per CMS guidelines, coordinate quarterly Client Contact and Public and Media form reporting via direct data entry into the SHIPTalk website.
- Submit biannual Resource Report and Claim for Reimbursement to central office, per CMS guidelines.