

ROCKY MOUNTAIN DEVELOPMENT COUNCIL, INC.
P.O. Box 1717 | 200 South Cruse Avenue | Helena, MT 59624-1717
phone: 406.447.1680 | toll free: 800.356.6544 | fax: 406.447.1629

SHIP Counselor **Volunteer Position Description**

Program Recruiting Volunteer: Area IV Agency on Aging (Area IV)

Position Supervised by: Area IV's Resource Specialist

Minimum Commitment: Due to the time needed to train for this position, we ask that a volunteer commit to a minimum of one year in this position. Medicare training modules are offered before official State training. After taking these modules, the volunteer will be asked to evaluate whether they feel this commitment is still acceptable to them. If not, the volunteer will be under no obligation to remain in this position.

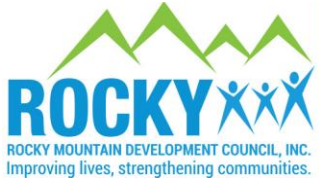
Contact: Claire Marshall at (406) 457-7376 or email cmarshall@rmdc.net

Program Overview: Area IV Agency on Aging, part of Rocky Mountain Development Council, Inc., is a non-profit that assists seniors and persons with disabilities to make choices to preserve their independence and dignity. We manage programs such as Medicare Information and Counseling, Information and Assistance, Long-Term Care Ombudsman, and the Senior Medicare Patrol. We serve the six county area of Lewis and Clark, Broadwater, Jefferson, Meagher, Gallatin, and Park.

Position Overview: The State Health Insurance Program (SHIP) offers benefit counseling to Medicare beneficiaries and their families/caregivers. As an Area IV Agency on Aging Volunteer SHIP Counselor, you will be trained in Medicare eligibility, benefits, and coverage options as well as community and national programs/benefits. Through one-on-one sessions over the phone, mail, and other methods of communication, you will provide unbiased information to beneficiaries and their caregivers about Medicare and other community and national programs/benefits. Volunteer SHIP counselors provide this education to empower beneficiaries to make informed decisions.

Key Responsibilities:

- Communicate effectively with the Volunteer Coordinator and Resource Specialist.
- Share information about Medicare with Medicare recipients and caregivers via mail, phone, in-person, email, etc.
- Complete Medicare Part D comparisons, especially during Medicare Open Enrollment.
- Share information about community and national programs that might benefit the client.
- Screen clients for benefits they may not be receiving.
- Assist clients with program applications (such as Medicaid, SNAP, Extra Help, etc.).
- Check voicemails and return calls or transfer them to appropriate employee.
- Attend certification training and yearly recertification training.
- Complete other trainings as assigned/suggested.
- Maintain client confidentiality.
- Abide by Rocky volunteer policies.
- Complete other duties as decided and agreed upon by volunteer supervisor and volunteer.



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Qualifications:

- At ease using the phone and computer.
- Excellent verbal and written communication skills.
- Interested in helping others.
- Comfortable working one-on-one with others.
- Able to retain large amounts of complicated Medicare information.

Requirements:

- Ability to pass a Criminal Background Check and Sex Offender Check.
- Completion of Rocky's Volunteer Application and Volunteer Orientation.
- Completion required Medicare Training Modules and Certification.

Benefits:

- Deeper understanding of Medicare.
- Up-to-date Medicare information.
- Trainings on a variety of topics.
- Knowledge that you are helping people navigate complicated matters that are overwhelming without assistance.
- Socialization with clients and Area IV staff.

Commitment:

Training: October 11th – 15th 2021

Amount of Time: 2-10 hours a week with increased time commitment during Medicare Open Enrollment (October 15th – December 7th)

Time of Day: As agreed upon between the hours of 8 and 5.

Day of Week: Monday through Friday

Location: Area IV Agency on Aging - Jackson Street Center
648 N. Jackson St, Helena, MT 59601 and/or virtually.

Goal of Position: Clients who contacted Area IV feeling confused or uncertain will have a clearer understanding of options and confidence to move forward.

Signature of Volunteer

Date

Signature of Volunteer Coordinator

Date

Signature of Supervisor

Date