

SHIBA volunteer role description

Medicare administrative support

SHIBA mission statement

The Statewide Health Insurance Benefits Advisors (SHIBA) provides free, unbiased information about health care coverage and access to help improve the lives of all Washington state residents. We cultivate community commitment through partnership, service and volunteering.

Purpose

The purpose of this role is to help accomplish SHIBA's mission by providing administrative support to the SHIBA program:

- Empower, educate, and assist Medicare-eligible people, their families and caregivers through objective outreach, counseling and training to make informed health insurance decisions that optimize access to care and benefits.
- Educate and assist Medicare beneficiaries, their families and caregivers to prevent, detect and report health care fraud, error and abuse through outreach, counseling and education.

Role duties

Volunteers who provide administrative support handle tasks such as:

- Word processing.
- Data entry.
- Scheduling presentations and other outreach activities.
- Copying documents.
- Collating.
- General filing.
- Internet searches.
- Fulfill requests for information and materials.

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- Handle mail and correspondence including email.
- Make outbound calls to support outreach activities such as activities to locate and reserve training space, confirm participant attendance, etc.
- Assist at outreach activities with setup and sign-in.

Volunteers who provide administrative support, may also perform other tasks as mutually agreed.

Limitations

Volunteers who provide administrative support do not receive inbound phone calls or field questions from the public. Instead, they defer requests for information and assistance to paid staff or volunteers who are certified SHIBA Medicare counselors. Volunteers may work at a SHIBA sponsor site location or be asked to telework.

Supervision

Volunteers report to the local program coordinator or volunteer coordinator and, when appropriate, to the statewide program coordinator.

Location

Volunteers who provide administrative support work at the offices of the local volunteer host organization or other assigned locations.

Time commitment

SHIBA volunteer schedules are generally flexible. Schedules may be dependent on work duties and deadlines. The local volunteer coordinator works with each volunteer to determine the number of hours the volunteer works each month, and schedules assignments accordingly. Because of the training SHIBA Medicare Administrative Support volunteers receive, they are asked to commit to a minimum of six months.

Qualifications

- Good oral and written communication skills.
- Computer literacy, including familiarity with internet.
- Ability to operate office equipment.
- Ability to work and get along well with others from diverse backgrounds.

Benefits

Volunteers who provide administrative support receive additional training on office procedures and the safe use of equipment. Additional training to enter data in SHIBA’s STARS database may be offered. All SHIBA volunteers have the satisfaction of participating in a national effort to educate Medicare beneficiaries, their caregivers and the general public about health care benefits and health care fraud, errors and abuse. SHIBA offers volunteer appreciation events to recognize volunteers for their contributions to the program.

Application process

- Complete the Volunteer Application, including signing a Confidentiality Agreement.
- Participate in an interview, including reference checks.
- Pass a national-level criminal background check.

Training and certification

- Complete any required training related to role duties.
- Receive a badge that identifies you as a SHIBA volunteer.

Evaluation/measures

- Timely completion of assigned tasks.
- Satisfaction of SHIBA staff regarding the quality of the volunteer’s work.

