



LEGAL ASSISTANCE FOR SENIORS

Health Insurance Counseling & Advocacy Program (HICAP)
Ensuring the independence and dignity of seniors by protecting their legal rights through
education, counseling and advocacy

Open Position Advertisement HICAP Volunteer Coordinator

The Agency

Legal Assistance for Seniors (LAS) is a non-profit agency serving Alameda County residents who are 60 years of age and older. We provide legal advice and information, representation in court and administrative hearings, referrals to other community resources, and community education and training in the following areas: prevention of elder abuse, public benefits, housing, guardianships, naturalization, and health law.

Through its Health Insurance Counseling and Advocacy Program (HICAP), LAS provides individual counseling and community education to Medicare beneficiaries in the areas of Medicare, supplemental coverage including Medicare Advantage and prescription drug plans, low income assistance programs, and long-term care insurance.

This position

This is a full-time position at Legal Assistance for Seniors. The HICAP Volunteer Coordinator provides overall support to the HICAP program. They are responsible for volunteer coordination, supervision and training, oversight of the volunteer and client database, and coordination of the counseling sites throughout the county. The HICAP Volunteer Coordinator also provides individual client counseling as needed, occasional community education presentations, and assistance with outreach and publicity for HICAP and Legal Assistance for Seniors. They attend and assist with bi-monthly HICAP counselor trainings.

Duties and Responsibilities include but are not limited to:

Volunteer Coordination:

1. Recruit, screen and interview potential HICAP volunteers
2. Provide ongoing support and training to volunteer Counselors
3. Arrange the set-up and oversee the coordination of HICAP counseling sites and schedules throughout Alameda County
4. Lead the planning of the annual appreciation luncheon for Agency volunteers

Education and Research:

1. Train to be a HICAP Counselor and keep knowledge current
2. Research and investigate emerging Medicare and related health insurance issues

Support the HICAP Program:

1. Take client calls and schedule appointments as needed
2. Provide client counseling either by phone or in-person as needed
3. Help manage the HICAP database and run reports

Community Education:

1. Deliver occasional community education presentations to senior groups and community service organizations in Alameda County
2. Help promote the HICAP program through outreach and community events as needed



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Qualifications

- BS/BA in a related field
- Experience in public interest or related health care field desired
- Excellent verbal and written communication skills
- Experience with public speaking and/or training preferred
- Excellent interpersonal skills with volunteers, staff and clients
- Sensitivity towards and interest in working with seniors and people with disabilities
- Ability to multitask in a busy and diverse office environment
- Ability to work independently and as part of a team
- Punctual and efficient with time use
- Computer proficient, including Office 365, Outlook and Word
- Bilingual desired (Spanish preferred)
- Detail oriented and organized

Working conditions & physical requirements

- Valid California driver's license, a car, and appropriate insurance
- Use of own vehicle for travel throughout Alameda County
- Occasional work on evenings and weekends
- Extensive computer use
- Ability to sit for extended periods, use of phone and computer systems for long periods of time
- Alternate between sitting and motion tasks frequently

Compensation:

Non-exempt rate of \$19.00 to \$24.00 per hour depending on experience, 35 hours per week.
Pro-rated benefits package.

To Apply: Please email a cover letter and resume in a PDF format to jobs@lashicap.org with the subject line "HICAP Volunteer Coordinator." In your cover letter please address the following:

LAS serves an extremely diverse population. Our clients include seniors, people with disabilities, low income members of our community, LGBTQ individuals, and people of color. **How do you think your experiences, professional or otherwise, have prepared you to contribute to our commitment to cultural humility and diversity?**
Feel free to think broadly about your response to this question.

Legal Assistance for Seniors is an Equal Opportunity Employer and does not discriminate based on race, color, national origin, religion, age, marital status, gender, gender expression, sexual orientation, physical condition or any other factor that is not related to the position.