



Whatcom Alliance for Health Advancement Volunteer Opportunity: SHIBA Public Relations Specialist

The Statewide Health Insurance Benefits Advisors (SHIBA) is a statewide network of trained volunteers who educate, assist and advocate for consumers about their rights and options regarding Medicare health insurance and health care access. A program of the Washington Office of the Insurance Commissioner, SHIBA volunteers provides free, unbiased, and confidential advising. Locally SHIBA is sponsored by the nonprofit Whatcom Alliance for Health Advancement.

Purpose

To empower and assist Medicare beneficiaries and their caregivers, and the general public by sharing information on a variety of Medicare topics, and promoting volunteering with SHIBA, at community presentations and workshops.

Position Description

SHIBA Public Relations Specialists are responsible for providing accurate and up-to-date information to consumers who attend SHIBA community presentations and workshops on a variety of healthcare coverage topics. Public speakers are provided with SHIBA-approved presentation materials and handouts, and the necessary equipment. Presentations generally cover current topics of interest to the public, often regarding new or changing program requirements, and are given throughout the county in a variety of settings.

Responsibilities

- Ability to transport and carry education and information materials to designated locations
- With assistance from the SHIBA coordinator, identify local public speaking opportunities, create chances for presentations, and respond to public requests for workshops
- Contact event host, confirm date and topic, ensure materials, equipment, and volunteers are available
- Present information using standard materials and handouts
- Plan for follow-up counseling, and refer clients needing individual help to SHIBA/Senior Medicare Patrol (SMP) counselors

Qualifications

- Flexible, dependable
- Strong writing competency
- Excellent public speaking, facilitation skills
- Strong organizational, and/or strategic planning skills
- Ability to operate audio-visual equipment (e.g. Powerpoint, laptop, projector)
- Computer, email, and internet skills required
- Willingness and desire to contribute to the community by helping the SHIBA team educate the public
- Strive for excellence in customer service
- Ability to maintain client confidentiality at all times
- Ability to understand cultural differences and work with diverse groups of people
- Valid Washington's driver's license and access to an insured vehicle or reliable transportation

Time Commitment

Availability to volunteer requires a **minimum of eight or more hours per month**, on average 2-4 hours a week. This includes outreach events, continuing education, and volunteer meetings that take place each 4th Wednesday of the month. Attendance at 18-hours of initial basic training is mandatory as well as on-going training and annual review classes. A **minimum of one year** of service is required.

Location

Volunteers will be stationed at their local SHIBA host organization, the Whatcom Alliance for Health Advancement office as well as various locations throughout the community depending on scheduled presentations.

Supervision

SHIBA Public Relations specialists report to their local SHIBA coordinator.

On Site-Supervision

SHIBA Public Relations Specialists typically work independently and report their activities to their coordinator.

Orientation/Training

All SHIBA volunteers receive 18-hour basic training on Medicare health insurance, prescription drug, and healthcare access options.

Benefits

SHIBA Public Relations Specialists will:

- Have fun opportunities to meet with other community agencies
- Hone public relations and marketing skills

- Participate in a national effort to educate Medicare beneficiaries, their caregivers, and the general public about Medicare health options
- Enhance their communication and interpersonal skills
- Interact with diverse group of people
- Receive recognition for their contributions to the program
- Make a contribution to the well-being of Medicare beneficiaries and the community as a whole

Contact

Volunteers are always encouraged to contact their local SHIBA coordinator for support. For full consideration for this position, please review and sign volunteer agreement, and request a SHIBA volunteer application. Contact the SHIBA program coordinator at 360-788-6534 or email waha@hinet.org

Volunteer Agreement

I acknowledge that I have read the above volunteer description and agree that it defines the position as it currently exists. I also understand that the above is intended to describe the general content of and requirements for performance of this position. It is not to be considered as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of the supervisor.

SHIBA Volunteers do not accept gratuities in return for the services they provide.

Volunteer Signature: _____

Date: _____