



Whatcom Alliance for Health Advancement Volunteer Opportunity: SHIBA Data 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 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: Provide administrative support to staff and SHIBA team of volunteers by helping data analysis and entry.

Position Description

SHIBA Data Specialists ensure accuracy of data and report to the team on our progress towards goals, to stimulate continuous learning and overall quality improvement of our program.

Responsibilities

- Maintain organized and thorough documentation of services provided via client contact records (CCRs), public media activities (PMAs), and volunteer timesheets
- Input CCRs and PMAs in SHIBA online database
- Audit volunteer records and databases
- Track progress of team toward quarterly funding goals
- Create graphic data charts using Excel and Powerpoint
- Present and share findings to team and lead strategy discussions
- Advise volunteer coordinator and regional trainer on areas of improvement
- Perform research on best practices and approaches
- Comply with SHIBA/WAHA policies and procedures, including those regarding confidentiality

Qualifications

- Flexible, dependable
- Office skills, as required for specific project(s)
- Excellent computer, email, and internet skills necessary



- Willingness and desire to contribute to the community by helping the SHIBA team continuously improve
- Possesses excellent assessment, organizational, and problem solving skills
- Willingness to learn and retain information
- Ability to work independently or as part of team
- 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 weekly volunteer hours, 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. Because of the training volunteers who provide data entry and analyst assistance, they are asked to commit to a **six months** of service.

Location

Volunteers will be stationed at their local SHIBA host organization, the Whatcom Alliance for Health Advancement office.

Supervision

SHIBA Data Specialists report to their local SHIBA coordinator.

On Site-Supervision

SHIBA Data 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. Orientation to office and database systems will be provided.

Benefits

SHIBA Data Specialists will:

- Participate in a national effort to promote and improve our Medicare program
- Great skill development and job reference
- 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: _____