



## **Whatcom Alliance for Health Advancement Volunteer Opportunity: SHIBA Outreach 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 delivering and disseminating information about our SHIBA program and services we can offer.

### **Position Description**

SHIBA Outreach Specialists are responsible for raising awareness of our SHIBA program throughout diverse communities. Through strategic planning and consideration of the lifestyles, modes of communication and needs of target communities, SHIBA Outreach Specialists plan and implement a variety of strategies to reach specific communities.

### **Responsibilities**

- Track sources of referrals to SHIBA through data and other means
- Research local demographics and develop plans to effectively reach target populations
- Distribute publications and materials to various sites in the county
- Order materials and handouts for special events
- Organize mass mailings with SHIBA coordinator and other volunteers
- With assistance from SHIBA staff, draft news releases, public service announcements, ads, outreach letters, and so on
- Meet with local groups and others to share information about the SHIBA program and services
- Identify public events such as health fairs/forums where SHIBA could reach a lot folks; reserve a booth, plan to have materials, and volunteers available; represent SHIBA at such events
- Help the volunteer coordinator with volunteer recruitment

- Help promote SHIBA events, presentations, and workshops
- Comply with SHIBA/WAHA policies and procedures, including those regarding confidentiality

### **Qualifications**

- Flexible, dependable
- Great time management skills
- Ability to transport and carry education and information materials to designated locations
- Strong writing competency
- Excellent public speaking, organizational, and/or strategic planning skills
- Computer, email, and internet skills required
- 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 4<sup>th</sup> 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 receive, they are asked to commit to a **minimum of one year** of service.

### **Location**

Volunteers will be stationed at their local SHIBA host organization, the Whatcom Alliance for Health Advancement office. Depending on event/presentations scheduled, Outreach Specialist be in various areas of the Whatcom County.

### **Supervision**

SHIBA Outreach Specialists report to their local SHIBA coordinator.

#### **On Site-Supervision**

SHIBA Outreach 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 Outreach 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](mailto: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:** \_\_\_\_\_