



Benefits Enrollment Assistant Position Description

Purpose

Our Connector Services team is designed to ensure that older adults and people with disabilities in Whatcom County are enrolled into the public benefit programs for which they are eligible. We focus on: Supplemental Nutrition Assistance Program (SNAP) which assists with food costs; Medicare Savings Programs (MSP) which assists with Medicare premiums; Extra Help which assists with Medicare prescription costs and Medicaid which assists with healthcare costs.

Position Description

We are seeking a volunteer to help us reach individuals with disabilities and outreach. The volunteer will assist in connecting clients with public benefit programs by providing education, screening them for eligibility and enrolling them into all public benefits for which they are eligible. The volunteer will also educate members of the community about the available benefit programs. The volunteer will provide assistance and referrals on other issues as needed. The volunteer should plan on committing 4 hours per week for at least 6 months.

Orientation/Training

An orientation to WAHA and on-going learning opportunities on public benefit programs will be provided. The volunteer will be trained through a two-step process. Before interacting with clients, the first step of training will focus on public benefit applications. After the volunteer is comfortable with completing applications the second step of training will focus on community outreach. There will be additional training opportunities as needed.

Responsibilities

- Provide clients with information and assistance about public benefits programs
- Assess eligibility for public benefits by completion of an over-the-phone financial intake
- Enroll clients in benefit programs
- Follow-up to make sure benefits are received
- Comply with WAHA policies and guidelines including those for confidentiality and documentation of counseling services

The volunteer will, after adequate training, have the opportunity to participate in community outreach. Outreach may include:

- Conducting Presentations
- Attending Health Fairs
- Organizing and Staffing Outreach & Enrollment Events
- Organizing Outreach Materials

Qualifications

- Good written and oral communication skills
- Comfort with working with clients over the phone
- Skilled in the basics of computer use and proficient in navigating the internet
- Willingness to learn

- Creative Problem Solver
- Ability to work and get along well with others from diverse backgrounds
- Valid driver's license and automobile (or other vehicle) insurance

Time and Place

The volunteer will usually work out of the WAHA office in Bellingham on weekdays during business hours. During the first step of training the volunteer will spend their time in the office. During the second step of training the volunteer will have flexibility to work in and out of the office through opportunities to attend outreach and enrollment events in Whatcom County.

On-Site Supervision

The volunteer will report to the Programs Director.

Benefits

- Make a valuable contribution to the wellbeing of older adults and the community as a whole
- Learn about public benefits programs for older adults
- Gain new or improve computer skills
- Enhance communication and interpersonal skills
- Interact with a diverse group of people
- Network with fellow volunteers and establish new connections

Contact

For more information, please contact WAHA at 360-788-6594 or email us at info@whatcomalliance.org in order to receive a volunteer application.

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:** _____