



Whatcom Alliance for Health Advancement Volunteer Opportunity: SHIBA Administrative 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: To provide back bone support to the work of SHIBA team members in their mission to empower Medicare beneficiaries and their caregivers about Medicare options.

Position Description: As a critical part of our service to consumers, SHIBA Administrative Data Specialists provide clerical and program support to our local Whatcom SHIBA unit. This role ensures accuracy of data and reports 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 to consumers via beneficiary contact forms (BCFs), group and media outreach, and volunteer timesheets
- Process Medicare Planfinder data information into Medicare.gov's Planfinder and conduct plan/drug pricing analysis and conduct follow-up documentation
- Input Beneficiary Contact Forms and Outreach in SHIBA database, called STARS
- Audit volunteer records and databases
- Track progress of team toward quarterly funding goals
- Present and share findings to team and lead strategy discussions
- Advise volunteer coordinator and regional trainer on areas of improvement
- Answer local SHIBA hotline calls and funnel client calls to appropriate SHIBA volunteers and SHIBA paid staff
- Gather consumers' information and assuring them a trained volunteer counselor will be assigned to their call and follow-up within 1-2 business days

- Assist with clearing and assigning client messages left on SHIBA answering service
- Schedule counselors and their client appointments
- Make copies, gather materials, and organize mailings
- Update volunteer files
- Fulfilling requests for information and materials
- Perform internet research and word processing as needed
- Comply with SHIBA/WAHA policies and procedures, including those regarding confidentiality

Qualifications

- Flexible, dependable
- Good oral communication skills, including:
 - Ability to communicate with clients in a professional and confidential manner
 - Active listening skills and maintaining objectivity
- 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 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 basic training on Medicare health insurance, prescription drug, and healthcare access options. Orientation to office and database systems will be provided. Staff and volunteers are available for ongoing support and mentorship.

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 us at 360-788-6594 or email us at info@whatcomalliance.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: _____