



VOLUNTEER AREA COORDINATOR

POSITION GOALS: The SHINE Volunteer Area Coordinator is an active, direct service, community-based volunteer of the SHINE (Serving Health Insurance Needs of Elders) program to Medicare beneficiaries and others in Florida. The Area Coordinator provides assistance and guidance to SHINE volunteers as a representative of the Department of Elder Affairs (DOEA), the Centers for Medicare & Medicaid Services (CMS), and the local Area Agency on Aging (AAA), Aging Resource Center (ARC) or Aging and Disability Resource Center (ADRC) in their community.

PREFERRED SKILLS/QUALIFICATIONS:

- Interest in helping people and the local community.
- Customer service mind-set including professionalism, tact and courtesy in dealing with individuals served.
- Strong listening and comprehension skills.
- Basic computer and internet skills. Must maintain a valid individual e-mail address for training, counseling and communication purposes.
- Willingness to work with a culturally diverse volunteer and client population.
- Ability to demonstrate and remain free from any conflict of interest as a counselor.
- Desire to serve the community consistent with CMS grant directives and state program contract goals.
- Ability to coordinate volunteer activities and maintain multiple schedules.
- Willingness to travel with access to transportation.

RESPONSIBILITIES: The volunteer Area Coordinator works to provide assistance to the Liaison within the Planning and Service Area. Area Coordinators provide assistance and leadership to Local Coordinators and volunteer counselors within the assigned area under the direct supervision of the Liaison. Specific responsibilities include:

- Actively recruits Local Coordinators and Volunteer Counselors for designated counties as needed; Assists the Liaison with orientation and volunteer leadership development of the Local Coordinator;
- Provides technical assistance and acts as a liaison to volunteer counselors regarding counseling issues, site coordination, event staffing, etc.;
- Actively promotes the program and assists the Liaison in site and partnership development;
- Monitors and assesses counselor activity and reporting compliance;
- Communicates regularly with the Local Coordinators, Area Coordinators, Liaison, and local volunteer corps. regarding area activities, achievements, concerns and program development;
- Works cohesively with the AAA/ARC/ADRC in the achievement of all CMS and programmatic contract goals and objectives;
- Conducts follow-up activities with volunteers, partners and clients to ensure attendance at scheduled events;
- Attends and completes all required SHINE training, as scheduled by the Department of Elder Affairs; and
- Attends all meetings and conference calls with other counselors for local training and CMS updates.

VOLUNTEER BENEFITS: Ability to improve the lives of fellow citizens, professional training classes and resource materials, local and statewide volunteer recognition events for active volunteers, mentoring and technical assistance, reimbursement of pre-approved program expenses, eligibility for various recognition items or awards.

TIME COMMITMENT: Twenty to thirty hours per month, request a one-year commitment to the position overall and counseling requirement to average five client contacts per week minimum, as reported in SHIPTalk.

WORK LOCATION: May serve at community or AAA/ARC/ADRC-based counseling sites, by telephone or email, through home visits, and at enrollment and other community events. Participation in a maximum of four regional and statewide quarterly trainings per year.

TRAINING REQUIREMENTS:

- Required to receive ACTIVE SHINE Volunteer Counselor status;
- Routine local trainings, quarterly or monthly;
- Annual training conference;
- NPR (National Performance Reporting) Training;
- Presentation Skills training (optional); and
- Long-Term Care Counseling Specialist training (optional).

REPORTING RELATIONSHIPS: Local volunteer leaders (Area Coordinator (AC) and/or Local Coordinator (LC)) report directly to the SHINE Liaison in reference to local programmatic issues. The SHINE Liaison reports to the Statewide Program Director. Local volunteer counselors communicate on a regular basis with local volunteer leaders for information updates, support and technical assistance, and counseling assignments.

METHOD AND PROCESS OF APPOINTMENT: Local volunteer leaders (Area Coordinator (AC) and/or Local Coordinator (LC)) are nominated by the SHINE Liaison. The Statewide Program Director will evaluate all nominations and conduct preliminary screening. Upon successful nomination and screening the Area/Local Coordinator will be duly appointed by the Director and notified in writing. Candidates must be an Active SHINE Volunteer for a minimum of three months prior to appointment.

PERFORMANCE EVALUATION: Liaisons and the Statewide Director will annually assess leadership performance. The Area Coordinator may request additional training or assistance in resolving client or volunteer issues. Release from participation will be consistent with *Policies III.H and III.O*, Florida Department of Elder Affairs, *Policies and Procedures for Volunteer Service* manual.

RESOURCES AVAILABLE: Technical assistance and information updates affecting Medicare, Medicaid, Prescription Assistance, Long-Term Care, other health insurance, and volunteer roles and responsibilities. Experienced volunteers and staff at DOEA are available to research complicated cases. All *pre-approved* expenses for volunteer travel or materials and supplies are reimbursable in accordance with state policy, and will be submitted to the Liaison for payment consistent with the current contract.

Volunteer responsibilities are consistent with the scope of the Vision, Mission and Values of the Department of Elder Affairs. Volunteers are defined in *Chapter 110.501, Florida Statutes*. Funding is provided through the Centers for Medicare & Medicaid Services (CMS).