



## **JOB ANNOUNCEMENT**

(Please Post)

**Counselor** (Health Insurance Counseling and Advocacy Program - HICAP)

Sacramento, California

Full or Part-Time (20 hours per week or more)

Permanent

**POSITION:** Medicare Counselor

**TO APPLY:** Send cover letter describing interest in the position, résumé, and three professional references (including name, title, telephone number and email address) to:

John Tan, HICAP Program Manager  
Legal Services of Northern California  
505 12th Street  
Sacramento, CA 95814

[jtan@lsnc.net](mailto:jtan@lsnc.net)

*If sending application via email, please attach materials as a single PDF.*

## **APPLICATION**

**DEADLINE:** January 15, 2023

**START DATE:** February 2024

## **PROGRAM DESCRIPTION:**

Founded in 1956, Legal Services of Northern California (LSNC) provides high quality civil legal assistance to the poor, elderly, and people with disabilities in 23 northern California counties. LSNC has eight field offices and several special projects, including the Health Insurance Counseling and Advocacy Program (HICAP). HICAP is a volunteer-supported program that provides unbiased information, advice and education to Medicare consumers in nine counties, assisting clients to assess health insurance coverage options and to access providers and culturally competent care.

## **RESPONSIBILITIES:**

This position is located in the Sacramento County office, but will provide services to clients in all counties served by HICAP. Under the supervision of the HICAP Program Manager, the HICAP staff counselor will counsel and provide information to Medicare beneficiaries and those individuals soon to be eligible for Medicare benefits.

1. **Counseling:** Provide individual counseling and informational services to Medicare beneficiaries regarding Medicare billings claims and problems, Medicare supplement insurance, long-term care insurance, and other private insurance.
2. **Assistance:** Assist individuals to access advocacy to ensure that clients' rights and privileges under Medicare and other applicable federal and California laws or regulations are upheld, and make appropriate referrals to agencies as needed.
3. **Record Keeping:** Maintain accurate records on all client contacts and services provided.
4. **Service Location:** The HICAP Counselor will provide HICAP services at locations as determined by staff and by need, in person and via phone and email.
5. Perform additional duties as assigned consistent with qualifications

## **QUALIFICATIONS:**

### **KNOWLEDGE/SKILLS:**

Genuine interest in people and in assisting people to become more independent; interest and aptitude in the area of Medicare, health insurance, and senior issues; ability to work with and relate to diverse populations, including seniors, persons with disabilities, and people from underrepresented communities; knowledge of interviewing techniques, computer research methods, community resources, and counseling methods; ability to be objective and unbiased; excellent reading and comprehension skills; strong oral and written communication skills; ability to analyze, develop and implement work plans; ability to work independently and accept supervision; ability to use the phone in a professional and courteous manner; ability to take notes and document activities in an organized manner; ability to relate to and communicate with the client community and community organizations; good listening skills to make the client feel at ease during interviews; ability to evaluate, assess, and make proper referrals.

### **EXPERIENCE AND EDUCATION:**

Two years of college education, or two years prior direct significant experience providing direct service to low-income persons or other underserved communities. An ability to relate to the client community and communicate with clients; bilingual in English and another language commonly spoken in our client communities preferred but not required.

**SALARY:** \$3,451 (Step 1) to \$4,192 (Step 15) per month DOE, prorated to percentage of time if part-time  
*See LSNC's Policy on Salary Scales and Scale Placement at lsnc.net*

**BENEFITS:** Legal Services of Northern California offers an excellent fringe benefit plan.

*LSNC provides a bilingual bonus for employees who speak a second language, other than English, commonly spoken by clients when the second language is used on the job for which the person is employed.*

**LSNC IS AN EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER AND ENCOURAGES WOMEN, PEOPLE OF COLOR, PEOPLE WITH DISABILITIES, OLDER PEOPLE, AND LESBIAN, GAY, BISEXUAL, AND TRANSGENDER PEOPLE TO APPLY.**