



JOB ANNOUNCEMENT
(Please Post)

Regional Coordinator
(Health Insurance Counseling and Advocacy Project)
Sacramento, California
Full-Time or Part-Time
Permanent

POSITION: HICAP Regional Coordinator, Sacramento and/or Yuba/Sutter County

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

John Tan
HICAP Program Manager
505 12th Street
Sacramento, CA 95814
jtan@lsnc.net

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

APPLICATION DEADLINE: December 31, 2024

START DATE: To be determined

ORGANIZATION DESCRIPTION:

Founded in 1956, Legal Services of Northern California (LSNC) provides high quality civil legal assistance to people with low income, older adults and persons with disabilities in more than 23 northern California counties. LSNC has 8 field offices and a number of 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:

Under the supervision of the HICAP Program Manager, the HICAP Regional Coordinator will provide general supervision in the delivery of HICAP services in a specified county/region. Duties include:

1. Assuring that counseling services are available to beneficiaries in the designated region and program-wide.
 - a. Coordinating with the Education and Outreach Coordinator to develop and maintain convenient counseling site locations
 - b. Coordinating with the Volunteer Coordinator to ensure availability of State-registered staff or volunteer Counselors to meet appointment needs. Identifying the need for additional Counselors and collaborating with the Program Manager and Volunteer Coordinator for Basic Training, as needed, to ensure appropriate coverage
 - c. Providing individual counseling and informational services to Medicare beneficiaries
 - d. Working closely with the Volunteer Coordinator to ensure appropriate coverage at counseling sites, and adequate mentoring for new counselors program-wide
 - e. Identifying the need for additional counseling sites, locating sites that meet program criteria, and establishing site as needed

2. Assuring the availability and provision of qualified speakers for community events.
 - a. Identifying the need for community presentations, and accepting requests for community presentations
 - b. Notifying the Outreach Coordinator as soon as events are scheduled, and providing information regarding confirmed presenters prior to events.
 - c. Serving as presenter for community events, in coordination with the Outreach Coordinator
 - d. Assuring that adequate resources are available to the community
 - e. Providing information table volunteer or staff support at community events
 - f. Attending community/agency-related meetings on behalf of HICAP Services of Northern California

3. Assuring quality of HICAP data and services.
 - a. Completing Public and Media Presentation reports on a timely basis, but not later than one week after the event.
 - b. Reviewing Counselor Peerplace intake entries on a regular basis for completeness and accuracy, and training counselors on the Peerplace system
 - c. Assessing Counselor quality through training and evaluation
 - d. Working with Program Manager to respond to grievances against any delivery of service to individual beneficiaries and/or community groups

4. Performing additional duties as assigned consistent with qualifications, as determined through program and staff development, and potentially outside of normal office hours.

QUALIFICATIONS

KNOWLEDGE/SKILLS:

Genuine interest in assisting people to better understand Medicare benefits; interest and aptitude in the area of Medicare, health insurance, and senior issues; knowledge of interviewing techniques, computer research methods, community resources, and counseling methods; ability to work with and relate to

diverse populations, including seniors, persons with disabilities, and people from underrepresented communities; 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, accept supervision, and supervise/manage/support volunteer staff; ability to work cooperatively with related agencies and others to resolve beneficiary concerns; knowledge of and experience with Microsoft and Google applications; internet research; possession of valid California driver's license, access to vehicle, and willingness to travel within program area; ability to transport boxes of resources.

EDUCATION/EXPERIENCE:

Two years of college education, or four 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: \$4,584 (Step 1) to \$6,476 (Step 15) per month for full-time, DOE
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 IS AN EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER THAT VALUES THE DIVERSITY OF ITS STAFF AND SEEKS TO FOSTER A CULTURE OF INCLUSIVITY AND BELONGING. LSNC ENCOURAGES WOMEN, NON-BINARY AND TRANSGENDER PEOPLE, PEOPLE OF COLOR, PEOPLE WITH DISABILITIES, OLDER PEOPLE, AND LESBIAN, GAY, BISEXUAL, PANSEXUAL AND QUEER PEOPLE TO APPLY.