



Metropolitan Area Agency On Aging Senior LinkAge Line® (SLL) Volunteer Service Description



MISSION OF MAAA

In partnership with public and private organizations, MAAA helps elders age successfully. It accomplishes this by linking people with information and resources and advocating for aging issues.

VOLUNTEER OPPORTUNITIES

Health Insurance Counselor

Help individuals make informed decisions about their health insurance and connect individuals with available resources.

Responsibilities:

Assist Medicare beneficiaries and their caregivers to:

- Understand their benefits (Medicare, Social Security, employer benefits/plans, etc.)
- Review and explain health insurance and available government programs
- Assist with payment of medical bills and Medicare claims
- Explore ways to lower prescription drug costs
- Consider long-term care insurance as a means of paying for future long-term care expenses
- Complete applications, forms and other paperwork
- Identify resources in the community and provide referrals to these agencies

Community Outreach

Present information on programs and services available to the community

Responsibilities:

- Prepare and present information about Senior LinkAge Line®, Medicare and Medicare Part D to community groups
- Attend community events such as health fairs, conferences and other senior community events
- Promote the Senior LinkAge Line® in the community

Office Assistant

Assist and support Senior LinkAge Line® staff with administrative tasks

Responsibilities:

- Assist with copying handouts
- Assemble manuals and mail packets
- Answer phone and retrieve messages
- Organize and maintain publications

Senior Surf Day Instructor

Teach basic, hands-on computer and Internet training to seniors who have little or no experience with computers and provide them with the skills to access information on the Internet.

Responsibilities:

- Knowledgeable of basic Internet tools and functions and able to follow a structured lesson plan

- Comfortable with teaching older students
- Flexible with the variable skill level of participants
- Communicate with the staff of the host facility and be respectful of the space and equipment of the host site
- Show the resources available at www.medicare.gov, www.aoa.gov and www.MinnesotaHelp.info websites
- Advise seniors how to protect, detect and report healthcare fraud, abuse and waste and how to track their health care services more carefully

GENERAL RESPONSIBILITIES

These are required of all volunteers.

- Submit documentation of client work as required by MAAA
- Maintain regular contact with Volunteer Coordinator
- Abide by agency's non-conflict of interest, confidentiality, and other policies

TRAINING (not required for Senior Surf Day volunteers)

- Attend initial eighteen hour training to become certified as a State Health Insurance Program (SHIP) Counselor
- Participate in twelve hours per year of additional training: DHS Video conferences, SHIP quarterly update trainings, etc.

TIME COMMITMENT

Minimum commitment of one year to program; minimum of 4 hours of service per month

QUALIFICATIONS

- Interest in and commitment to helping beneficiaries and their caregivers learn more about Medicare and health insurance matters
- Sensitivity to the needs of older adults, person with disabilities, and other diverse populations
- Ability to provide own transportation to/from client homes, counseling sites, and training locations (need to provide proof of insurance and copy of drivers license)
- Successful completion of personal reference and criminal background checks
- Ability to work independently and make appropriate decisions as required
- Effective communication skills

BENEFITS

- An opportunity to share your knowledge with individuals who truly appreciate it
- Ongoing support and education
- Develop new skills through ongoing training
- Volunteer liability insurance
- Mileage and expense reimbursement

SUPERVISOR

Joy Vliem

Volunteer Coordinator

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