

Medigap Helpline - Outreach Volunteer (SHIP) Role Description

Role Title: Medigap Helpline Outreach Volunteer (SHIP)

Options for Outreach:

- Information Distributor
- Medicare Minute
- Exhibitor

Location: State of Wisconsin (Remote)
Board on Aging and Long Term Care – Medigap Helpline

Supervisor: Medigap Helpline Lead Counselor – Alyssa Kulpa
Medigap Helpline Services Supervisor – Nick Lutes

SHIP & BOALTC Missions: SHIP is the State Health Insurance Assistance Program. SHIP provides unbiased help to Medicare beneficiaries, their families, and caregivers. Whether you are new to Medicare, reviewing Medicare plan options, or have questions on how to use your Medicare, SHIP can help.

The mission of the Board on Aging and Long Term Care is to advocate for the interests of the state's long term care consumers and Medicare beneficiaries, to inform those consumers of their rights, and to educate the public at large about health care systems and long-term care.

Outreach Volunteer Responsibilities: Outreach volunteers help promote Medigap Helpline (WI SHIP) services and how they can access assistance. Through outreach and building relationships with their community, outreach volunteers become trusted peers to assist with connecting community members with unbiased SHIP services.

As a Medicare Outreach Volunteer, you can tailor the role to fit with your availability. Outreach that can be done locally in your community! A volunteer can choose one or more

outreach roles. We will pair you with a a Medigap Helpline staff to help set your outreach goals.

Information Distribution Volunteer:

- Distribute materials at locations such as libraries, pharmacies, senior centers, and other locations throughout your community.

Medicare Minute Volunteer (Peer-to-Peer outreach):

- Receive monthly training and materials on a Medicare Minute topic provided by the SHIP TA Center.
- Medicare Minutes provide information on Medicare topics and financial assistance programs available to Medicare beneficiaries.
- Present a short 5–10-minute Medicare Minute with a script and provide handouts to audience.
- Deliver handouts of Medicare Minute topic at locations in the local community.
- Visit:
 - Senior Centers (monthly bingo)
 - Community Centers
 - Libraries
 - Special events
 - And more!

Exhibitor Volunteer:

- Represent the agency at a vendor table at community events such as health fairs.

All outreach role responsibilities:

- Attend basic and update trainings as required
- Complete required reporting/data entry

**Outreach
Volunteer
Benefits:**

Receive training on the basics of Medicare benefits, Wisconsin SHIP and aging program information, and outreach skills.

Medigap Helpline Outreach Volunteers also will go through Basic SHIP counselor training and complete the Basic SHIP certification with the SHIP TA Center. This training will provide an overview of Medicare and other assistance programs. This training is beneficial to gain a basic understanding of Medicare and other related programs when interacting with Medicare beneficiaries.

Educate and empower Medicare beneficiaries, their caregivers, and the general public by providing free, unbiased information and assistance with health care.

SHIP team members are advocates whose front-line experiences contribute to policy change.

**Time
Commitment:**

Training commitment:

- Onboarding Meeting: 1-2 Hours
- Basic SHIP Counselor Training & Certification: 10-12 Hours
- Attend additional training required of volunteers

Volunteer commitment:

- One year commitment due to training.
 - Outreach scheduled based on volunteer's availability.

**Required
Qualifications:**

- Basic SHIP Counselor Certification – SHIP program will provide training and provide time to receive certification.
- Owns personal computer with internet access and is confident in using it with some guidance. Including:
 - Sending emails
 - Adding attachments to emails
 - Saving documents to folders
 - Navigating websites
- Good oral communication skills; ability to explain complex ideas in terms that individuals can understand.
- Comfortable with public speaking.
- Passion for helping others.
- Active involvement in community groups, associations, and events.
- Able to travel to presentation sites throughout the community.
 - Valid driver's license
 - Vehicle insurance
- Ability to request assistance as needed.

**Additional
Training Available:**

Additional SHIPta Center Trainings