



SMP Volunteer Roles



Purpose of roles are to assist in spreading the mission and vision of SMP in Wisconsin. All current roles designated supervisor is Micaela Magel, SMP Outreach and Volunteer Coordinator. The worksite location is to be announced based on event, generally outside of the GWAAR office.

Required Trainings for all roles

- SMP and GWAAR Orientation Training (In-Person)
- Self-Directed Online Training SMP Foundations Training
- Completing additional trainings as necessary

Benefits of servings as an SMP Volunteer

The SMP program offers volunteers an opportunity to make an important difference in their communities. Volunteers take pride in working to ensure that the Medicare program will be protected for future generations. Volunteers will have access to professional development opportunities, a strong network of aging and disability professionals, and chances to enhance interpersonal skills.

Time Commitment

SMP Volunteers will have some flexibility in time. While we do not request a specific monthly or hourly time commitment, we do ask that the volunteers be willing to commit at least a year due to the amount of training required.

Reporting

Volunteers will report directly to the SMP Outreach and Volunteer Coordinator, Micaela Magel, unless otherwise stated. All SMP Volunteers are required to provide appropriate and truthful activity reports.

Qualifications

- Commitment to the SMP mission and values
- Willingness and ability to learn about the Medicare program and SMP related issues
- Ability to work with people of diverse backgrounds
- Willingness and ability to travel to presentations

Responsibilities and Requirements

- Professional manner in representation and spreading the SMP mission
- Complete all required orientation and trainings, including continued education
- Transport and spread the SMP message through the agreed upon role
- Valid driver's license and up to date auto insurance if driving; annual verification necessary
- Consent to a criminal and personal background check once every five years
- All SMP Volunteers are required to provide appropriate and truthful activity reports.

Current SMP volunteer roles include:

- **Information distributor:** This role involves transporting and disseminating information materials to sites and events, and may include presenting prepared copy or performing scripted activities for small groups. Volunteers who work in this role do not engage in discussions with others about personal information or situations. It is not considered to be a position of trust.
- **Exhibitor:** This role involves staffing information kiosks or exhibits at events such as health fairs. Volunteers who staff exhibits provide general information about the program to the public and answer basic questions. It is a position of trust.
- **Presenter:** This role involves giving substantive presentations to small and large groups, with the opportunity for interaction with the audience during time set aside for Q & A and discussion. It is a position of trust.

Future Roles

- **Administrative support:** (Future Role) This role involves such work as copying, filing, data entry, and placing outbound phone calls in support of program activity. Volunteers who work in this role do not take inbound phone calls or field questions from the public. It is not considered to be a position of trust.
- **Counselor:** (Future Role) This role involves direct discussion with beneficiaries, caregivers, and/or family members about their individual situations and may include review of personal information such as Medicare Summary Notices, billing statements, and other related financial and health documents. It is a position of trust.
- **Complex interactions specialist:** (Future Role) This role involves in-depth, complex interactions with beneficiaries, caregivers, and/or family members who are reporting specific instances of health care fraud, errors, and abuse. Volunteers who serve in this role may act on behalf of a beneficiary to correct an error or refer suspected fraud and abuse to appropriate authorities. It is a position of trust.

*Position of Trust is defined as any role that involves access to at least one of: beneficiaries or other vulnerable people, such as family members, personal or confidential information, money or other valuables. Positions of trust are subject to significantly more rigorous screening inquiries

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