

Greater Wisconsin Agency on Aging Resources

Position Description

Position Title: Senior Medicare Patrol Volunteer Coordinator

Reports to: Senior Medicare Patrol Program Director

Position Status: This is a full-time exempt grant position working standard business hours Monday through Friday, with some nights, weekends, and overnights required. Occasional statewide travel is required. The position is remote with a flexible location in Wisconsin.

Position Summary: The goal of the Senior Medicare Patrol (SMP) is to empower Wisconsin Medicare beneficiaries to prevent healthcare fraud through outreach, counseling, and education. As the Volunteer Coordinator in GWAAR's Elder Law and Advocacy Center, the staff person is responsible for recruiting, training, and oversight of volunteers, along with coordinating the presence of volunteers at community events. This staff person is also responsible for updating the volunteer manual, conducting outreach, and developing SMP publications and materials. This staff person will also respond to consumer questions on the SMP helpline.

Essential Job Functions:

Coordinating volunteer team: recruiting, training, and managing

1. Oversee and manage the SMP volunteer program, including recruitment, training, retention, recognition, day-to-day management, and conflict resolution of volunteers.
2. Coordinate and lead volunteer training in various locations across the state; hold every-other-month meetings for team collaboration and program updates.
3. Proactively research trends and issues related to volunteer management. Implement innovative ideas for program enhancement or expansion.
4. Plan and implement appropriate volunteer retention and recognition strategies. Organize and coordinate annual team retreat and recognition event.
5. Update and revise the Volunteer Orientation Binder for SMP volunteers.

Overseeing all SMP materials: updating, ordering, tracking, and distributing to volunteers

6. Inventory program materials and supplies monthly, order supplies as needed, record purchases.
7. Revise materials and coordinate the revision process, as necessary.
8. Ship program materials and supplies to volunteers when needed.
9. Create publications, training materials, and SMP newsletter articles to educate and empower Medicare beneficiaries.

Organizing SMP newsletter: initiating timeline, assembling content, working with vendor

10. Initiate timeline for quarterly newsletter, notify appropriate individuals who are involved.
11. Collect, research, and assemble content.
12. Collaborate with vendor to produce the newsletter.

Managing website: overseeing updates/revisions, uploading content

13. Maintain the program website with relevant articles, publications, and volunteer opportunities.
14. Oversee updates and revisions to website.
15. Upload monthly blogs and other content.

Assisting as needed: staffing information booths, giving presentations, assisting with helpline calls

16. Conduct presentations to professional associations, counties, senior centers, conference attendees, and the public on SMP-related topics.
17. Staff a helpline to answer inquiries and provide beneficiary education regarding claims questions and billing issues.
18. Track the demographics of callers, nature of questions, response, and details of calls in program database.
19. Participate in ongoing educational opportunities to stay current on changes to Medicare, national trends, and recent scams/fraudulent activity.

Required Qualifications:

1. Bachelor's degree in related field required, Master's degree preferred.
2. Experience managing a statewide volunteer program to include recruitment, training, retention, recognition, day-to-day management, and conflict resolution.
3. Familiarity with Medicare, Medicaid, Social Security, and related public benefit programs.
4. Experience working with older adults or people with disabilities.
5. Demonstrated written and verbal communication skills, interpersonal skills, facilitation skills, and presentation skills.
6. Provide exceptional customer service and maintain calm demeanor during all interactions.
7. Proficient computer experience using Microsoft Office software (Word, Excel, Outlook, PowerPoint), social media, and database software.
8. Ability to exercise discretion, judgment, and work with a degree of autonomy.
9. Ability to represent the organization positively and professionally.
10. Access to a reliable vehicle, a valid driver's license, and proof of insurance are required. Occasional, overnight statewide travel is also required.

Preferred Qualifications:

1. Familiarity with health insurance billing issues or practices.
2. Experience in systems advocacy.
3. Fluency in multiple languages.
4. Experience working with minorities and/or underserved populations.