

## VOLUNTEER POSITION GUIDE

<b>Title:</b> Medicare Workshop Aide	<b>Program:</b> State Health Insurance Program (SHIP)	<b>Department:</b> Resource Center
<b>Volunteer Manager:</b> Alicia Crandall, Education Coordinator	<b>Volunteer Manager Contact Info:</b> <a href="mailto:classes@missoulaagingservices.org">classes@missoulaagingservices.org</a> 406-541-9761	<b>Minimum Commitment:</b> 2-4 hours per month at least 6 months out of the year.

**Missoula Aging Services' Mission Statement:** Missoula Aging Services (MAS) promotes the independence, dignity and health of older adults and those that care for them.

**Program Overview:** The State Health Insurance Assistance Program (SHIP) is one of many programs offered at MAS. SHIP counselors provide unbiased information to Medicare beneficiaries and their families or caregivers. SHIP counselors educate, advocate for, counsel, and empower people to make informed decisions about their health care benefits. Two part Medicare Workshops are offered monthly throughout the year.

**Position Overview:** Utilize your computer skills and knowledge of Medicare.gov Plan Finder to aid class participants at the second class (Part 2 of the workshop) navigate as directed by the class facilitator. Volunteers have option to attend the first class of the workshop (Part 1) to greet participants as they arrive and check them in using the I-Pad via Eventbrite program.

#### Key Responsibilities:

- Attend Part 1 – Lecture style Medicare Workshop (optional). Assist facilitator in greeting participants as they arrive, checking them in using an I-Pad and Eventbrite website, helping with set up, and assisting the class facilitator.
- Assist in Part 2 of the Medicare Workshop, a hands-on computer lab, to teach participants how to use the Medicare Plan Finder (required).
- Circulate throughout the room providing one-on-one assistance and direction to participants as they follow the instructor's step-by-step directions to navigate the layers of Medicare plan finder on the Medicare website and MyMedicare.gov.
- Provide additional support to class participants and the class instructor
- Aid in room set up and tear down

#### Qualifications:

- Working knowledge of Medicare Plan Finder (Medicare.gov) acquired by attending Part 1 and Part 2 of the Medicare Workshop offered monthly from 6-8 p.m. by MAS at Continuing Education Conference Center (James E Todd Building) at University of Montana, 32 Campus Drive in Missoula. Select a workshop series to attend by visiting the MAS website Events & Classes calendar at <https://missoulaagingservices.org/news-events/events-classes/> Eventbrite also has dates and details listed at: <https://newtomedicare.eventbrite.com>
- Fluent at navigating computer programs on the internet

- Comfortable in a leadership role and giving directions working one-on-one with older adults and people with exceptionalities
- Excellent customer service skills
- Strict confidentiality
- Desire to share your knowledge and skills
- Criminal and Sex Offender background check required.

**Benefits:**

- Have fun helping others learn about their Medicare options
- Meet new people
- Learn new information about Medicare
- Free parking

**Support:** The MAS Education Coordinator provides training, support, information and education to volunteers. Resource Center staff provides direct support during each class. The MAS volunteer coordinator is always available to help with coordination or questions and is a liaison between volunteers and their direct supervisor.

**Commitment:**

- **Amount of Time:** 2-4 hours per month, 6 times per year. Must be available for the second day to assist with hands on computer lab Plan Finder. Attending the first day of the month selected is optional.
- **Time of Day:**
  - 6.00 pm – 8.00 pm, once a month, on a Monday night (Part 1)
  - 6.00 pm – 8.00 pm, once a month, on a Wednesday night (Part 2)
- **Location:** Class will be held at Continuing Education Conference Center (James E Todd Building) at University of Montana, 32 Campus Drive in Missoula.
- **Dates:** Check the MAS website Events & Classes calendar for “New to Medicare Workshop” dates at <https://missoulaagingservices.org/news-events/events-classes/> Eventbrite also has dates and details listed at: <https://newtomedicare.eventbrite.com>

**Sustained Outcome:** Medicare participants will receive education and assistance to make an informed decision about their Medicare options. They will learn enrollment dates, guaranteed issue rights, saving money on prescriptions, protection from late enrollment penalties, how to access their personal Medicare claims, plans & coverage, benefits & entitlements.

*For more information, please contact Missoula Aging Services’ Volunteer Coordinator at #406.728.7682 / [volunteer@missoulaagingservices.org](mailto:volunteer@missoulaagingservices.org). 09/27/2017*

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**Signature of Volunteer**

\_\_\_\_\_  
**Date**

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**Signature of Volunteer Manager**

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**Date**