

# **Arrowhead Area Agency on Aging Senior LinkAge Line® (SLL) Volunteer Service Descriptions**

## **MISSION OF AAAA**

The Arrowhead Area Agency on Aging is a catalyst in building communities where seniors live with dignity, mutual respect and shared responsibilities across generations and cultures.

We do this by building awareness and support of aging issues, distributing funds to strengthen community services, facilitating improved services and systems, and by providing high quality information, assistance, and education through the Senior LinkAge Line®.

## **SLL VOLUNTEER OPPORTUNITIES**

### **Health Insurance Counselor**

Help individuals make informed decisions about their Medicare and other health insurance coverage, complete necessary forms, and connect them 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 assistance 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 and report health care fraud and errors
- Identify resources in the community and provide referrals to these agencies

### **Community Outreach Educator**

Present information on programs and services available to the community

#### *Responsibilities:*

- Prepare and present information about Senior LinkAge Line®, Medicare, health care fraud, and/or long term care insurance to community groups
- Provide staffing for community events such as health fairs, conferences and other senior community events where Senior LinkAge Line® may exhibit
- Promote 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
- Organize and maintain publications

## **GENERAL RESPONSIBILITIES**

These are required of all volunteers.

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

## **TRAINING**

- Attend initial eighteen hour training to become certified as a State Health Insurance Program (SHIP) Counselor
- Participate in additional training such as: DHS video conferences, webinars provided by the Minnesota Board on Aging and Centers for Medicare & Medicaid Services, quarterly update trainings, etc.

## **TIME COMMITMENT**

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

## **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
- Organized and detail oriented

## **BENEFITS**

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

## **SLL VOLUNTEER COORDINATOR**

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