



Georgia Cares, Atlanta

Volunteer Position Description

Title: Hotline Counselor Volunteer

Description

Assist *GeorgiaCares* at the Atlanta Regional Commission, Area Agency on Aging by answering questions from Medicare beneficiaries and/or their representatives who place phone calls to *GeorgiaCares* regarding Medicare, prescription assistance, and public/private health insurance issues including supplemental and long-term care insurance.

Responsibilities

- Answer and return calls made to the *GeorgiaCares* phone line
- Provide information on Medicare, health insurance and/or prescription assistance to Medicare beneficiaries and/or their representatives
- Compile and mail out information requested by clients
- Maintain strict confidentiality standards

Qualifications

- Excellent customer service and communication skills required
- Serious interest in learning Medicare and other health insurance information and how to counsel others on their questions and issues pertaining to these areas
- Comfort level and proficiency in communicating with senior adults
- Ability to relate well to diverse populations
- Computer literacy; ability to navigate internet websites
- Basic office skills; ability to use copy and fax machines
- Must sign confidentiality agreement

Training

Attendance at one 2-day New Volunteer training is required. These workshops are scheduled several times a year. Quarterly training sessions will also be held to update volunteers on new information and provide networking opportunities.

Time Commitment

A minimum of four hours a week is preferred. Days and hours are flexible during regular business hours to fit the schedule of the volunteer. Occasional weekend opportunities outside of office.

Location

Atlanta Regional Commission, 40 Courtland St., NE, Atlanta, GA 30303.
Parking reimbursement available.

Reports To

GeorgiaCares Program Specialists.