

**REA 12 AGENCY ON AGING
JOB POSTING**

JOB TITLE: HICAP COUNSELOR

REPORTS TO: HICAP Program Manager

FLSA STATUS: Non-Exempt

SUPERVISES: None

SALARY: \$20.74 - \$24.01 per hour

HOURS: 40 Hours Per Week
Monday thru Thursday – 8:00am-5:00pm
Lunch – 12:00pm-1:00pm
Friday – 7:00am-3:30pm
Lunch – 12:00pm-12:30pm

BOARD APPROVED: April 2, 2026

Summary

Under the direction of the Health Insurance Counseling and Advocacy Program (HICAP) Manager, the HICAP Counselor will be responsible for unbiased one-on-one counseling of Medicare Beneficiaries, pre-Medicare beneficiaries and or family members regarding Medicare issues or questions. Inform the public and all interested parties about Medicare and their options. The HICAP counselor will help create new community partnerships, supporting Area 12 Agency on Aging's (A12AA) mission.

Essential Job Functions

- Must complete initial counselor training, pass counselor test and complete ten hours of counseling internship
- Must be registered with California Department on Aging (CDA) as a certified HICAP counselor within 3 months of date of hire
- Must complete 12 hours additional training annually after certification
- Must attend outreach events/functions, some which are held on nights and weekends
- Provide counseling in accordance with program guidelines, provide individual counseling and informational services to Medicare beneficiaries regarding all aspects of Medicare including claims and appeals, supplemental insurance, long term care insurance and other private health insurance

- Provide advocacy in accordance with program guidelines, assist individuals as appropriate, to ensure that the client's rights and privileges under Medicare and other applicable Federal and California law or regulations are upheld, make appropriate referrals to legal services and/or other agencies, and other interventions as needed and appropriate
- Provide record keeping and maintain accurate records on all client contacts and services provided, and submit reports and other data/information as requested by Program Manager
- Provide counseling services at designated or approved HICAP sites, such as hospitals, libraries, senior centers, pharmacies, community facilities or on occasion, a client's home when the client is homebound
- Adhere to the HICAP programs confidentiality and conflict of interest directive to assure client confidentiality is maintained at all times
- Willingness to adapt to changing workload requirements as needed for the agency to fulfill its mission to its clients and community
- Ability to apply critical thinking and problem solving skills
- Consults regularly with Program Manager on program issues and issues related to challenging cases
- Travel within the agency's rural service area of Alpine, Amador, Calaveras, Mariposa and Tuolumne counties
Has the ability to work in a fast paced environment
- Is proficient in handling office equipment including multi-line phone system, printers, copy machines, computers and fax machines
- Is able to bend, sit, stand, walk, push/pull, handle objects, reach overhead, lift 25 pounds and occasionally up to 50 pounds, read/comprehend English, write, perform calculations, communicate orally, reason, analyze and drive a car

Other Duties and Responsibilities

- Occasionally exposed to moving mechanical parts and outside weather conditions
- Complete Long Term Care Insurance (LTCI) training and 4 hours of LTCI internship
- Assist in the training and development of new counselors and volunteers when needed in a courteous and professional manner
- Comply with all policies and procedures established by A12AA, local HICAP, CDA and Administration for Community Living (ACL)
- Attend periodic training provided by the California Department on Aging (CDA) and or other organizations to ensure compliance with reporting procedures and other requirements.
- When necessary fill in for Volunteer Counselors
- Flexible approach to dealing with issues, problems and change
- Other duties as assigned

Supervisory Responsibilities

None

Education and Experience

Bachelor's degree in related field desirable or High School diploma with at least two years related experience and or training; or equivalent combination of education and experience. Must have knowledge, experience and training in working with the elderly, the process of aging, and needs of older adults.

Other Skills

To perform this job successfully, an individual shall be proficient in Office 365 applications specifically Outlook, MS Word and Excel. Must be highly motivated, organized, strong English written and verbal communication skills and basic math.

Certificates, Licenses, Registrations

Possession of a valid California driver's license and proof of valid automobile insurance for a reliable vehicle. When national certification is implemented, must take and pass test for National SHIP Counseling Certification.

Application Deadline – April 24, 2025 by 5:00pm

Submit your resume, letter of interest to: jpreston@area12.org

All resumes will be screened and only the most qualified will be interviewed

Area 12 Agency on Aging is an Equal Opportunity Employer. No applicant for employment with A12AA shall be subjected to discrimination because of race, color, sex, (including gender, gender identify, gender expression, transgender, pregnancy, and breastfeeding), national origin, religion, physical or mental information, sexual orientation (including heterosexuality, homosexuality, and bisexuality), citizenship status, or martial and parental status. The Area 12 Agency on complies with the American with Disabilities Act of 1990 (ADA), which prohibits discrimination against qualified individual on the basis of disability.