



Job Announcement

Community Outreach and Volunteer Coordinator

The **Center for Health Care Rights** is a Los Angeles-based nonprofit organization dedicated to assuring consumer access to quality health care through education, counseling, informal advocacy and legal services. The Center is the Health Insurance Counseling and Advocacy Program (HICAP) for Los Angeles City and County and is the primary source for Medicare beneficiaries to access free and unbiased Medicare education and information. The Center's direct services to Medicare beneficiaries empower consumers who are older adults and/or people with disabilities and their family members to use Medicare, Medi-Cal and other health benefits effectively, make informed health care choices, and take appropriate action to resolve their health care problems. All services are provided free of charge.

Program services include **counseling and informal advocacy** (to help clients understand their Medicare and Medi-Cal rights and benefits, obtain access to programs that provide help with medical expenses, and help resolve access to care problems within the Medicare and Medi-Cal programs); **community education and outreach** (via free educational seminars or health fair presentations on Medicare, Medi-Cal, and other health care topics for Medicare consumers, caregivers, and health and social service providers); and **legal assistance** (with staff attorneys providing Medicare beneficiaries with legal advice and/or representation to resolve serious Medicare and Medi-Cal access to care problems or claim denials).

The Center operates a robust volunteer program to help support the organization. Many volunteers are trained and registered HICAP counselors who provide in-person counseling to Medicare beneficiaries and their families at community locations throughout Los Angeles County. Volunteers may also participate in outreach activities, community education events, administrative tasks and other special projects.

The **Community Outreach and Volunteer Coordinator** is responsible for volunteer recruitment and overall promotion and marketing of Center for Health Care Rights services in the community. We are also currently recruiting for another position - the **Volunteer and Administrative Coordinator** is responsible for overseeing and managing volunteer activities and administrative reporting relating to volunteers.

POSITION SUMMARY:

The Community Outreach and Volunteer Coordinator is responsible for overseeing outreach and deployment of volunteers in communicating with the general public about the services of the Center for Health Care Rights.

SPECIFIC DUTIES AND RESPONSIBILITIES INCLUDE:

- Initiate and schedule promotional events
- Manage social media accounts and newsletters
- Promote CHCR services through the media
- Develop relationships with organizations, businesses and individuals in the community for the purpose of promoting CHCR services



- Develop promotional materials and other communications tools
- Educating the community on the services the Center provides through presentations
- Recruit volunteers to provide counseling services, education and support the general needs of the organization
- Oversee communications directed to volunteers
- Travel to locations throughout Los Angeles County
- Maintain accurate database records on all client contacts and services
- Will be trained as HICAP Counselor
- Work on special projects as assigned

QUALIFICATIONS:

- Four-year college degree required (educational requirement may be waived at the discretion of the employer in light of significant experience in the field)
- Experience with community outreach projects preferred
- Experience working with community-based organizations preferred
- Excellent written and verbal communication skills
- Strong organizational skills, detail orientation, and professionalism
- Interest in serving the needs of older adults and/or people with disabilities
- Reliable transportation
- Proficient with Microsoft 365 and Office Suite
- Experience with database systems and spreadsheets preferred

OTHER CONSIDERATIONS:

Salary and Benefits: This is a salaried exempt position with a salary of \$58,240 per year. Employer provides 100 percent paid premium health and dental benefits and paid parking. The Center offers a voluntary and self-funded tax-deferred annuity program and supplemental insurance. Generous paid time off including paid holidays, vacation, and sick leave.

The expectation will be that this position will work both in the office (in the Wilshire Center area of Los Angeles; parking is provided) and outside of the office at various events. Applicants considered for hire must pass a background check and be fully vaccinated for COVID-19 or have a valid exemption.

The Center for Health Care Rights, an equal opportunity employer, is committed to advancing diversity, inclusion, equity, and access. We acknowledge and honor the fundamental value and dignity of all people and do not discriminate based on race, ancestry or national origin; color; sex; sexual orientation; religion; physical disability; marital status; or age. We encourage all applicants to apply.

To apply, click here <https://careers.ikrut.com/541494d7-4c1d-4e28-a5ee-acdc29c6c071/o/jobs/a/71378?src=direct&v=637834848673874872>