



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

### **POSITION SUMMARY:**

The Volunteer and Administrative Coordinator is responsible for overseeing and managing volunteer activities and related administrative reporting for the organization.

### **SPECIFIC DUTIES AND RESPONSIBILITIES INCLUDE:**

- Recruit, interview and onboard volunteers; place volunteers in different roles based on their qualifications; and maintain accurate volunteer records
- Oversee and schedule volunteer training



- Schedule volunteers and events
- Communicate with volunteers on needs, project and work
- Develop materials for presentations and events
- Maintain accurate database records on all volunteer activities, contacts and services
- Answer telephone calls and respond to emails
- Assist with office duties
- Train as a 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)
- 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
- Proficient with Microsoft 365 and Office Suite
- Experience with database systems and spreadsheets preferred
- Preferred experience working with community-based organizations

#### **OTHER CONSIDERATIONS:**

**Salary and Benefits:** This is a salaried non-exempt position with a salary of \$52,000 to \$55,000 per year depending on qualifications. 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 primarily work in the office (in the Wilshire Center area of Los Angeles; parking is provided) with some remote work 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/71377?src=direct&v=637834845762742505>