



# Tennessee SHIP/SMP In-Kind Staff or Volunteer Counselor



- Purpose or Role:** This role will allow in-kind staff or volunteers to counsel Medicare beneficiaries on a range on Medicare topics that they were trained on in the Tennessee SHIP/SMP Initial Volunteer Certification Training.
- Position Title:** Tennessee SHIP/SMP In-Kind Staff or Volunteer Counselor
- Department:** Tennessee SHIP/SMP located within the statewide Area Agency on Aging and Disability network and Family and Children’s Service.
- Essential Duties and Responsibilities:**
- Conduct all interactions with clients in a professional manner
  - Keep any information about the clients personal information confidential
  - Assist the TN SHIP/SMP program through one-one-one counseling over the phone, in-person, or via email
  - Report the individuals you counsel to your volunteer program coordinator on a monthly basis
  - Refer clients to the TN SHIP/SMP Volunteer Program Coordinator or Coordinator if you have questions on the client’s needs, have a complex case you are not able to handle or have a client you are no longer comfortable counseling.
- Reports to:** TN SHIP/SMP Volunteer Program Coordinator
- Length of Appointment:** An in-kind staff or volunteer can serve in this position for as long as they are able to perform the essential duties and responsibilities of this role to the best of their abilities.
- Time Commitment:** Tennessee SHIP/SMP would appreciate a minimum of eight (8) hours of in-kind staff or volunteer serve each month for this in-kind staff or volunteer role.
- Qualifications:**
- Complete the required 18 hours of Initial Certification Training
  - Complete the required 12 hours of Update Training each year after Initial Certification Training
  - Successfully pass the TN SHIP/SMP Screening Process
  - Sign all required documents including, but not limited to, Conflict of Interest and Confidentiality Agreements located on the last two (2) pages of the TN SHIP/SMP Volunteer Risk and Program Management Manual
- Support Provided:** Tennessee SHIP/SMP provides training, resources and technical assistance to all in-kind staff and volunteers no matter the role they serve. The Tennessee SHIP/SMP Volunteer Program Coordinator is responsible for distributing information the program feels is important for the in-kind staff and volunteers to know and will do so at their digression or at the in-kind staff or volunteers request. At any time an in-kind staff or volunteer is in need of assistance or guidance while conducting an activity for TN SHIP/SMP they are welcome and encouraged to contact their volunteer program coordinator.