



## **Illinois SMP Outreach and Schedule Coordinator Volunteer Role**

### **Purpose**

The SMP Outreach and Schedule Coordinator volunteer will assist SMP staff in outreach with the goal of scheduling group presentations, as well as locating and registering for senior health fairs or other events. With the help of paid SMP staff, this volunteer will work to support the mission to empower Medicare beneficiaries and their caregivers to prevent and detect health care fraud, error and abuse.

### **Position Description**

SMP Administrative Volunteers work with the SMP volunteer specialist at AgeOptions to schedule outreach and provide some administrative support for the SMP Program.

### **Responsibilities**

SMP volunteer will assist in administrative duties specifically related to scheduling SMP presentations and other events in the community. Outreach will consist of making outbound phone calls in support of SMP activities (e.g., locating potential sites for holding SMP presentations). Volunteers in this role may perform other tasks as mutually agreed upon, including:

- Internet searches
- Calling community sites
- Build relationships with agencies and community members
- Word processing
- Data entry
- Correspondence with other SMP volunteers

### **Limitations**

Volunteers who assist with administration do not receive inbound phone calls or field questions from the public. Instead, they defer requests for information and assistance to paid staff or volunteers who are qualified to handle simple inquiries and/or provide one-on-one counseling. The volunteer may receive calls from site coordinators looking to schedule SMP activities.

### **Measures/Standards**

The activities of this role are measured by the volunteer's effectiveness with timely completion of assigned tasks and attention to the quality of work performed.

### **Qualifications**

- Good oral and written communication skills
- Computer literacy, including familiarity with Excel, using the Internet for research and email
- Ability to operate office equipment like a copier and fax machine
- Ability to work and get along well with others from diverse backgrounds

**Time Commitment**

Volunteer schedules are flexible. The SMP volunteer specialist at AgeOptions works with each volunteer who assists with administration to determine the number of hours the volunteer works each month, and to schedule the work accordingly. Because of the training SMP volunteers receive, they are asked to commit to a minimum of one year of service.

**Location**

This volunteer will work at AgeOptions, 1048 Lake Street, Suite 300 in Oak Park, IL.

**Supervision**

SMP volunteers report to the SMP Volunteer & Benefits Access Specialist, Bailey Huffman.

**Orientation/Training**

SMP volunteers receive orientation to the SMP program. Volunteers who assist with administration receive additional training on office procedures and the safe use of equipment.

**Benefits**

SMP volunteers will:

- Participate in a national effort to educate Medicare beneficiaries, their caregivers, and the general public about health care fraud, errors, and abuse.
- Build relationships with community leaders and agencies.
- Have access to professional development opportunities.
- Enhance their communication and interpersonal skills.
- Receive recognition for their contributions to the program.
- Make a contribution to the well being of Medicare beneficiaries and the community as a whole.

**Contact**

If interested in applying, email [bailey.huffman@ageoptions.org](mailto:bailey.huffman@ageoptions.org) or call Bailey Huffman at 800-699-9043. Potential and current volunteers are always encouraged to contact the SMP volunteer specialist at AgeOptions for support.