



# LEGAL ASSISTANCE FOR SENIORS

Health Insurance Counseling & Advocacy Program (HICAP)  
*Ensuring the independence and dignity of seniors by protecting their legal rights through education, counseling and advocacy*

## Open Position Advertisement HICAP Advocate

### The Agency

Legal Assistance for Seniors (LAS) is a non-profit agency serving Alameda County residents who are 60 years of age and older. We provide legal advice and information, representation in court and administrative hearings, referrals to other community resources, and community education and training in the following areas: prevention of elder abuse, public benefits, housing, guardianships, naturalization, and health law.

Through our Health Insurance Counseling and Advocacy Program (HICAP), LAS provides individual counseling and community education to Medicare beneficiaries in the areas of Medicare, supplemental coverage including Medigaps, Medicare Advantage, and prescription drug plans, low-income assistance programs, and long-term care insurance.

### This position

This is a full-time 35 hour/week position at Legal Assistance for Seniors. This position will provide coordination and technical support to the volunteer Counselors and individual advocacy to clients with Medicare/Medi-Cal and related health insurance problems. This position is a member of the HICAP team, works closely with the fulltime Volunteer Coordinator and Supervising Attorney, and reports to the HICAP Manager.

### Duties and Responsibilities include but are not limited to:

#### HICAP Volunteer Coordination:

- Assist with recruitment and screening process for potential HICAP volunteer Counselors
- Help organize training course for new volunteers; coordinate internships and process registration records
- Maintain the Counselor appointment calendars and oversee the coordination of their counseling sites and schedules throughout Alameda County
- Train volunteers on data entry and reporting requirements
- Assist with client calls and appointment scheduling, as needed



LOCAL HELP FOR PEOPLE WITH MEDICARE

#### Health Law Advocacy:

- Train to be a HICAP Counselor and keep knowledge and registration current; attend continuing education trainings and bimonthly Counselor meetings
- Research and investigate emerging Medicare and related health insurance issues
- Provide ongoing technical support for the HICAP Counselors; respond to their needs
- Provide direct assistance and advocacy to clients around their health law needs, under the supervision of the Health Law Attorneys
- Attend weekly health law and case review meetings

#### Board of Directors

**President:** Phillip Campbell, **Vice-President:** Jeffrey Block, **Treasurer:** Linda McHugh, **Secretary:** Ingrid Evans

**Members:** Jonathan Canick, Ph.D., Yvette Davis, Dawn Patterson, Tarah Powell-Chen, Kevin Rodriguez,

David Scharff, Jeff Tachiki, Jon Vaught, Hon. Marshall Whitley

**Executive Director:** James Treggiari **Associate Director:** Caitlin Chan

**Legal Director:** Kirsten Voyles **HICAP Manager:** Janet Van Deusen

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education, counseling and advocacy  
Health Insurance Counseling & Advocacy Program (HICAP)

## Minimum Qualifications

- Associates Degree
- Excellent verbal and written communication skills
- Self-motivated and able to work independently and as part of a team
- Detail oriented and organized
- Punctual and efficient with time use
- Demonstrated commitment to serving the historically disenfranchised, sensitivity towards older adults and persons with disabilities
- Ability to issue-spot, gather and assimilate information, and problem-solve
- Computer proficient, including Outlook, Word, PowerPoint, Excel, and database knowledge
- Experience with customer service preferred
- Bilingual (Spanish, Chinese, Korean, or Vietnamese) preferred

## Working conditions & physical requirements

- Ability to sit for extended periods and alternate between sitting and motion tasks frequently
- Ability to use phone and computer systems for long periods of time
- Ability to multitask in a busy and diverse office environment
- Ability to travel occasionally within Alameda County to attend trainings and support the volunteers as needed

## Compensation:

Full time, non-exempt wage of \$21.98/hour, 35 hours per week. Generous benefits package including medical, dental, vision and life insurance coverage; accrue up to 10 days vacation and 2 weeks sick time; enrollment in and employer contributions toward 401k plan after 6 months; pre-tax cafeteria plan (medical, transportation, childcare) after 6 months.

**TO APPLY:** Please email a cover letter and resume in PDF format to [jobs@lashicap.org](mailto:jobs@lashicap.org) with the subject line "HICAP Advocate." In your cover letter please address the following:

LAS serves a very diverse population. Our clients include seniors, people with disabilities, low-income members of our community, LGBTQ individuals, and people of color. **How have your experiences, professional or otherwise, prepared you to contribute to our commitment to cultural humility and equity?** Feel free to think broadly about your response to this question.

*Legal Assistance for Seniors is an Equal Opportunity Employer and does not discriminate based on ancestry, age, color, disability (physical and mental, includes HIV and AIDS), genetic information, gender identity, gender expression, marital status, medical condition (gender characteristics, cancer or record or history of cancer), military or veteran status, national origin, race, religion (includes religious dress and grooming), sex/gender (includes pregnancy, childbirth, breastfeeding and/or related medical conditions), sexual orientation, request for FMLA (Family and Medical Leave Act), or any other factor that is not related to the position.*