

# POSITION OPENING

CHICO STATE | ENTERPRISES

25 Main Street, Suite 206 | Chico, California 95928-5388 | Phone 530-898-6811 | Fax 530-898-3391 | [www.csuchico.edu/cse](http://www.csuchico.edu/cse)

**POSITION: HICAP Volunteer Supervisor**

**Full-Time / Benefited / Hourly / Non-Exempt**

**RECRUITMENT ID: 784**

**COMPENSATION: \$22.00 per hour**

**LOCATION:** Passages – Health Insurance Counseling Advocacy Program (HICAP); Candidate must be a California resident at the start of the position

**ESSENTIAL JOB FUNCTIONS:** Under the direction of the HICAP (Health Insurance Counseling Advocacy Program) Manager, the incumbent is responsible for:

- Providing primary support for, and supervision of, the volunteer staff including recruitment, training, and technical assistance.
- Refer clients to volunteer staff as appropriate and/or counsel clients, in-person, via telephone or by mail, on Medicare and related insurance issues.
- Planning, organizing, and scheduling volunteer recruitment campaigns, basic training, team meetings and recognition.
- Provides technical assistance to volunteer staff on Medicare and insurance issues, and data entry functions.
- Establishes HICAP counseling sites as needed and schedules routine monitoring visits to all sites in the five-county region.
- Develops monthly in-service for volunteers and maintains the HICAP volunteer resource materials.
- May maintain a caseload of challenging client problems when assigned by the Program Manager or when volunteers or other staff are unable to handle them.

**EMPLOYMENT STANDARDS:**

- By reference to education and previous experience, must be able to demonstrate the ability to perform the job functions stated above.
- Must possess substantial experience in working with community volunteers, including recruitment, training, and supervision.
- Must possess excellent verbal and written communication skills;
- Must possess a strong understanding of social/human/aging services;
- Must possess willingness/ability to travel a five-county area (Butte, Colusa, Glenn, Plumas and Tehama) regularly.
- Better-than-average computer competency required.
- Must complete the requirements to become a State Registered HICAP Volunteer Counselor within 60 days of hire.
- Candidate must be in possession of valid driver's license and automobile liability insurance. Participation in the DMV Employer Pull Notice Program (driving record) is required. The candidate will be required to update their insurance with Chico State Enterprises Human Resources when necessary.
- Satisfactory completion of a background check (including a criminal records check) is required for employment. Chico State Enterprises will make a conditional offer of employment, which may be rescinded if the background check reveals disqualifying information, and/or it is discovered that the candidate knowingly withheld or falsified information. Failure to satisfactorily complete the background check may affect the continued employment of a current Chico State Enterprises employee who was conditionally offered the position.
- The CSU and Auxiliaries will require faculty, staff, and students who are accessing campus facilities to be immunized against COVID-19. In order to meet the September 30th requirement, employees at CSU, Chico, should wait no longer than August 16th to obtain their first vaccination shot. The systemwide policy is currently under development. Selected candidates should be prepared to comply with this requirement.
- Compliance training completion (approx. 4 hours of work time) is required of this position within the first 30 days of work.

**BENEFITS:** Benefits for employees working 30 hours or more per week include employer paid life insurance (\$50,000) and long-term disability; options for health, dental, and vision insurance; FSA; 14 paid holidays including 1 personal holiday; vacation

**DISCLOSURE OF CAMPUS CRIME STATISTICS**

An annual security report disclosing crime statistics for California State University, Chico can be obtained by contacting the Chico State University Police Department (530) 898-5372 or by accessing the following Website:

<http://www.csuchico.edu/up>

**AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER**

Chico State Enterprises is an Equal Opportunity Employer and does not discriminate against persons on the basis of race, religion, color ancestry, age, disability, genetic information, gender, gender identity, gender expression, marital status, medical condition, National origin, sex, sexual orientation, covered veteran status, or any other protected status. It is the Enterprises' policy to hire only United States citizens and aliens lawfully authorized to work in the United States. All new employees must provide proof of identity and authorization to work. Prospective applicants with a disability may request and receive reasonable accommodation during the application and selection process.

accrual (initially 10 days/year); sick leave (up to 12 days/year); employer contributions to your 403(b) retirement plan (up to 8%).

**APPLICATION REQUIREMENTS:** Application and announcement can be located on our website. In order to be considered, applicants must submit the following:

- Resume

**APPLICATION DEADLINE:** Open until filled.

Applications can be submitted:

**BY EMAIL:**

[csejobs@csuchico.edu](mailto:csejobs@csuchico.edu)

**BY DROPBOX:**

<https://csuchico.app.box.com/f/51bfc05da4ae4dcc878c0f96dfbde194>

For questions, please contact the Chico State Enterprises recruitment team at [csejobs@csuchico.edu](mailto:csejobs@csuchico.edu) or visit our website at <http://www.csuchico.edu/cse/>

The employer is Chico State Enterprises, a non-profit corporation serving as an auxiliary organization of California State University, Chico. Employment is considered to be at-will.

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