



## Job Description

**Job Title:** SHIBA Program Coordinator

**Department:** Resource Development

**Supervisor:** Volunteer Services Manager

**Status:** Non-Exempt

**FTE:** 1.00

**Salary Grade:** 25

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Solid Ground believes poverty is solvable. Our communities are stronger when we support stability and break down the barriers to overcoming poverty. Solid Ground does both. We combine direct services with advocacy to meet basic needs, nurture success, and spread change. Through our programs, people gain stability and build skills that equip them to move forward in their lives. Through advocacy, we work toward ending racism and other oppressions embedded in our institutions, policies, and culture that hold people back from succeeding. We bring the voices of people experiencing poverty into the political process, furthering social justice and supporting our entire community to reach its potential. As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened and as such we will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact
- Participate in intentional learning efforts, including events related to understanding and dismantling institutional racism and building cultural competency

**Job Summary:** The Statewide Health Benefits Advisors (SHIBA) program provides free, unbiased, and confidential health benefit information to people of all ages and backgrounds in King County. The SHIBA Program Coordinator is responsible for coordinating the daily operations of the SHIBA program including recruitment, training, placement, and recognition of SHIBA advisor volunteers, developing, and maintaining relationships with community partners, assisting with community outreach efforts, and providing strong administrative support.

## Essential Responsibilities, Duties and Tasks:

- 40% Coordinate daily operations of the SHIBA program including supervising volunteers to ensure effective and efficient delivery of SHIBA services to clients. Assist with program development and continuous program improvement. Interview potential volunteers and place with appropriate opportunities, then follow up to ensure satisfaction with their placement. Act as liaison to Office of Insurance Commissioner (OIC), SHIBA staff, including coordinating volunteer paperwork, onboarding, and training as well as client referrals to/from OIC program staff. Assist SHIBA volunteers with concerns related to their volunteer activities. Recognize volunteers by assisting with the planning and coordination of annual and on-going recognition efforts. Ensure that space is properly prepared for volunteer recognition and training activities and events.
- 35% Recruit volunteers throughout King County to serve with the SHIBA program. Work with Communications, the Retired and Senior Volunteer Program (RSVP) other staff, volunteers, and community partners to increase volunteer recruitment capacity and raise awareness of SHIBA in the community. Plan and coordinate recruitment events, outreach events, volunteer meetings and trainings. Coordinate outreach for service delivery and expansion in reaching targeted populations throughout King County. Support and grow strategic partnerships with SHIBA partner sites. Organize volunteers to participate in community resource fairs, maintain positive relationships with partner organizations, and actively promote volunteer opportunities through community presentations. Work with Solid Ground Communications to write, post and routinely update information about SHIBA on Solid Ground website. Respond by phone or email to other requests for information on volunteering with SHIBA.
- 20% Collect and report in a timely manner all data and other performance measurements of program activities required by funding sources. Includes data entry, volunteer tracking, registering volunteers, and ordering supplies. Communicate with sites to fulfill grant requirements including MOU renewals and volunteer safety assurance. Assist program manager with projects as requested.
- 5% Participate in all program, department, agency, and sponsor meetings and trainings as required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

**Education and Experience:**

Requires one of the following:

- (a) Three years of experience working with volunteer programs; including at least one year of direct volunteer supervision **OR**
- (b) Bachelor's degree in a related field and one year of experience with volunteer supervision; **OR**
- (c) Any combination of education, experience and measurable performance which demonstrates the capability to perform the duties of this position.

Also requires:

- Experience working with senior adults.

**Desired Qualifications:**

- Knowledge of health insurance and health care marketplace
- Experience carrying out government contracts

**Minimum Qualifications:**

- Excellent communication skills, both oral and written; including strong presentation skills;
- Ability to coordinate and facilitate webinars;
- Strong organizational skills and the ability to handle multiple projects simultaneously;
- Strong problem-solving skills;
- Ability to work individually in a self-directed manner and as part of a team, as well as represent the agency in community partnerships;
- Willingness and ability to work with people from a variety of racial, cultural and economic backgrounds, with various lifestyles, sexual orientations, and of all ages;
- Ability to maintain professional, courteous and positive relationships with participants, volunteers, and the general community;
- Proficient knowledge of MS365 (Microsoft Word, Access, Excel, and Outlook); Experience with relational database preferred;
- Familiarity with social services throughout Seattle and King County;
- Access to reliable transportation, valid driver's license, vehicle insurance that meets Washington State's minimum guidelines and the ability and willingness to travel throughout King County;
- Ability and willingness to work outside of normal business hours to attend meetings, perform outreach, etc;
- Knowledge of and experience with the senior population.

**Physical Demands/Working Conditions:** This position works in an office 70% of the time and 30% of the time in the field. Employees spend 85% of office time on computer, 10% on the phone and 5% in

meetings. Position requires employee to lift/carry up to 30 pounds rarely, and push/pull up to 100 pounds occasionally. Position has the ability to sit/stand as needed. Stairs not required.

**Solid Ground is an equal opportunity employer committed to workplace diversity. We do not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status.**