

Forest County ADRC/COA Job Description

Position Title: Elder and Disability Specialist (EBS/DBS)
Department: Human Services Department (HSD)
Division: Integrated ADRC/COA Center
Reports to: Human Services Department Assistant Director – Integrated Aging and Disability Resource and Commission on Aging Center (ADRC/COA)
FLSA Status: Full-Time – Non-Exempt
Pay Grade: \$20.33-\$30.49

I. Position Summary:

Provide individuals with disabilities (between the ages of 18-59) and others 60 and older with information, assistance, and advocacy in the three main priority areas of public benefits, housing, and consumer issues, emphasizing Medicare education and insurance options counseling. Coordinate outreach and education to individuals with disabilities between the ages of 18-59, older persons (60 and older), service providers, and professionals in the community. Act as a consultant to other service providers and professionals.

II. Essential Job Functions

- Provides services that include confidential information, advocacy, and assistance to individuals 60 years of age and older regarding public and private benefits, housing, and consumer issues.
- Provide services that include confidential information, advocacy, and assistance regarding public and private benefits, housing, and consumer issues to individuals with disabilities ages 18-59.
- Coordinate, implement, and evaluate all services required to meet the needs of the targeted population.
- Treat all clients with respect and dignity.
- Assist consumers in gathering documentation and evidence for applications and appeals, such as medical and employment records.
- Provide information and assistance with grievance and appeal rights and processes.
- Read, Interpret, and apply regulations governing eligibility for benefits and work with the State DBS program attorneys for clarification.
- Consult regularly with program attorneys regarding individual cases and general caseload.
- Make referrals to other agencies and services when appropriate.
- Complete and submit all required paperwork on time.
- Assist clients in determining benefit eligibility and completing eligibility forms for all public benefit programs.
- Assist clients in completing eligibility forms when they are unable to do so and no other assistance is available.
- Ability to communicate detailed/complex information to clients, supervisors, and staff.
- Ability to gather, analyze, evaluate, and communicate detailed/complex information for clients. The ability to research, analyze, and resolve problems.

- Provide Health and Long-Term Care Insurance benefits counseling. Act as client advocate on insurance issues, including recommending changes and submitting complaints to the Office of the Commissioner of Insurance.
- Under the direction of the supervising attorney, prepare factual evidence and briefs for appeal of denied benefits; provide advocacy and representation in matters that require review, waiver, and reconsideration, including hearings before an Administrative Law Judge.
- Consult with Elder Benefit Specialist Program Attorneys working for or with or under contract to the EBS Program administered by GWAAR to determine the appropriate interpretation of law or regulation and appropriate action to assist in the resolution of concerns. Also, for consideration of representation in administrative and judicial proceedings.
- Adhere to and maintain confidentiality standards.
- Maintain accurate and complete client records.
- Maintain current knowledge of public benefits available to older persons in the areas of health care financing, income maintenance, home and community-based services, consumer finance, and other elder law areas.
- Develop and present informational materials for the media, organizations and the general public.
- Provide public education and/or training on issues affecting elders' rights, benefits, or entitlements.
- Initiate advocacy that has broad implications in preserving, protecting, and expanding the rights and benefits of older persons.
- Establish or expand the local State Health Insurance Assistance (SHIP) Volunteer program and provide volunteers training and supervision.
- Attend and successfully complete initial and ongoing training as required by the Wisconsin Department of Health Services (DHS) & Aging and Disability Resource Center (ADRC) and other training as required.
- Complete reporting requirements for the EBS program and for the State Health Insurance Program (SHIP) on time.
- Coordinate with local and appropriate referrals to the Pro-Bono Attorney Program.
- Make referrals to other agencies and services when appropriate.
- Assist potential applicants in accessing, determining benefit eligibility and completing applications/forms to apply for private and government benefits and programs by locating and gathering both financial and non-financial data.
- Provide information and assistance on consumer rights, complaints, grievances, and appeals processes, including representation where appropriate.
- Other duties as assigned.

III. Qualifications:

- A Bachelor of Arts or Science degree, preferably in a human services-related field, or a license to practice as a registered nurse in Wisconsin pursuant to s.441.06 Stats.
- AIRS Certification and Social Work Certification are preferred.

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- The equivalent of at least one year of full-time experience in a health or human services field, working with one or more of the client populations served by the
- Aging and Disability Resource Center (elders or adults with physical, developmental, or intellectual disabilities). Qualified work experience may be paid or unpaid and may include internships, field placements, and volunteer work is preferred.
- In the event that a job applicant lacks the degree and/or experience described above, the Department is required to obtain a waiver of these requirements from the Wisconsin Department of Health Services before making a job offer to the applicant using the form F-00054. Approval of the waiver is discretionary. The Department is not obligated to approve a request for waiver of education or experience requirements. Decisions regarding waiver approval will be based on evidence of the candidate's ability to fully perform EBS responsibilities based on his/her post-secondary education, experience, knowledge, and skills. The request for a waiver shall identify any additional training or support needed in order for the applicant to fully perform the duties of the position and include a plan for providing formal and/or on-the-job training to develop the required expertise.

IV. Essential Knowledge, Skills, and Abilities:

- Knowledge of and/or experience with public benefits is preferred.
- Ability to attend and successfully complete initial and ongoing training as required by the Wisconsin Department of Health Services (DHS) and the Office of Resource Center Development (ORCD)
- Knowledge, understanding, and interest in the services provided through the Human Services Department and Integrated ADRC/COA Division and community services commonly used to address the needs of individuals and families unable to meet basic financial needs.
- Ability to read, interpret, and apply regulations governing eligibility for benefits and work with supervising attorney for clarification
- Ability to advocate on behalf of older people
- Ability to travel to consumers' homes when necessary
- Requires the ability to perform addition, subtraction, multiplication, and division; calculate percentages and decimals; may require the ability to perform mathematical operations with fractions and algebra.
- Experience working with the elderly preferred
- Ability to establish and maintain effective working relationships with the public, agency personnel, governmental committees, and boards, clients and their families, and representatives of other human service providers.
- Effective communication skills, both verbal and written, are required.
- Ability to counsel and mediate for the purposes of client case management.
- Ability to maintain strict confidentiality of all client information, records, and office operations. Treats clients, coworkers, and the general public with dignity regardless of race, color, creed, disability, or nation of origin.

- Ability to operate in a continually changing and fast-paced environment.
- Must possess a valid driver's license and have access to reliable personal transportation with adequate auto insurance to meet minimum County requirements or other reliable means for local and state-wide travel.

V. Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mostly sedentary in a typical office setting. Frequent walking and standing. Employee has frequent contact with public. The employee must frequently lift and/or move up to 35 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus. Essential functions require a high level of concentration and attention to detail.

Forest County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

THIS DESCRIPTION DOCUMENTS THE GENERAL NATURE AND LEVEL OF RESPONSIBILITY ASSOCIATED WITH THIS POSITION. IT IS NOT INTENDED TO BE A COMPREHENSIVE LIST OF ALL ACTIVITIES, DUTIES AND RESPONSIBILITIES REQUIRED OF INCUMBENTS. IT IS NOT INTENDED TO LIMIT OR MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT, AND MONITOR THE WORK OF EMPLOYEES UNDER SUPERVISION.

Approvals: Approved by: Personnel & Finance – August 6, 2024

Department Head: _____ Date: _____

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Employee Acknowledgement:

I acknowledge that I have received a copy of the Elder and Disability Specialist (EBS/DBS) job description and understand that it is my responsibility to read and understand it. I can perform the essential functions as outlined with or without reasonable accommodation. I understand that this job description may be used to evaluate my duties' performance. If I have any questions about this job description or my job duties, I understand that I should ask my supervisor or department manager.

Forest County is an Equal Opportunity Employer that does not discriminate on the basis of any Wisconsin or Federal protected classification. In compliance with the ADA, Forest County will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss accommodations with their employer and/or supervisor.

Signature

Date

Printed Name