

**Jefferson County
Position Description**

Name: **Department:** Human Services
Division: ADRC and Aging Services

Position Title: Aging/Disability Resource Spec. I **Pay Grade:** 6 **FLSA:** Non-exempt

Date: November 2019 **Reports To:** ADRC Supervisor

Purpose of Position

The purpose of this position is to serve as the entry point for complex and highly demanded publicly funded long-term care programs and private pay long-term care options for adults in the following categories: elderly, caregiver, person with physical or developmental disabilities, person with mental health, and/or AODA issues and youth with special needs transitioning into the adult system.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Evaluates customer needs and requests to assess and link individuals to community resources including: financial benefits, long-term care, living arrangements, mental health and AODA services, employment and training, transportation, nutrition, home maintenance, legal issues, and emergency services.
- Administers Adult Long Term Care functional screen assessment and determines functional eligibility for managed care. Reviews financial and non-financial criteria for receiving publicly funded long-term care.
- Counsels and assists individuals for eligibility in benefit programs such as Medical Assistance, Foodshare, Farmer Market Voucher programs, etc.
- Utilizes resource database to identify program and service options to assist customers with information and referrals to other agency service providers.
- Develops Next Steps Action Plans with clients in compliance with the State; provides individual and systems advocacy services for ADRC customers to apply and maintain benefits; informs customers of their rights and responsibilities; and assists in dispute resolution.
- Applies Options Counseling Standards to counsel individuals and family members in evaluating their long-term care service options.
- Provides enrollment and disenrollment counseling to individuals interested in and eligible for publicly funded long-term care, ie: Family Care, Partnership, or IRIS.
- Assists consumers with completing applications and obtains verification required for processing applications as well as coordinates eligibility determination with Economic Support staff, and estimates consumer cost share/deductible financial responsibility.
- Provides short-term case management services to assist adults 18 years and older access to resources in order to stabilize unsafe situations.
- Coordinates, facilitates, and refers customers to public information events and county and regional marketing events, including ongoing educational trainings, outreach activities,

- Maintains accurate and timely documentation for consumer specific contacts and ADRC program activities, accurately creating and entering case information into state system with documentation.
- Practices competent motivational interviewing techniques, if applicable.
- Supports and enhances a trauma-informed care environment.
- Completes annual compliance training and adheres to Human Services compliance policies and procedures.
- Complies with County HIPAA Policies and Procedures, if applicable.
- Adheres to and promotes safety as a priority in the workplace.
- Performs additional duties as assigned or as needed.
- Demonstrates dependable attendance.

Additional Tasks and Responsibilities

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

- None.

Minimum Training and Experience Required to Perform Essential Job Functions

Bachelor of Arts or Science degree in Social Work, Human Services or Health Field and experience working with one or more of the client populations served by the ADRC.

Preferred Training and Experience Required to Perform Essential Job Functions

Bachelor of Arts or Science degree in a health or human services related field or a license to practice as a registered nurse in Wisconsin pursuant to s. 441.06 Stats, and the equivalent of at least two years' experience in the Long-Term Support field as a Care Manager, Benefit Specialist or equivalent working with one or more of the client populations served by the ADRC (elderly or adults with physical or intellectual/developmental disabilities)

Other Requirements – Certificates/Licensures

Certification as a Long Term Functional Screener with 60 days of employment.

Successful completion of AIRS Certification within first year of employment.

Successfully complete all mandatory certification courses, exams, refresher courses, and continuing skills testing as required by DHS.

Successful completion of leadership training offered by WI. Institute for Healthy Aging (WIHA) to facilitating Living Well with Chronic Conditions or another health and disease prevention program.

Valid Wisconsin driver's license.

Knowledge, Skills, Abilities

- Ability to reliably and predictably carry out one's duties.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to work effectively with individuals and families to assist them in solving physical, mental, and social problems, with members of the mental health team and other allied professionals.
- Ability to work with challenging situations where clients may be hostile or aggressive.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to counsel and treat clients, and mediate disputes. Ability to persuade, convince, and train others. Ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations, Ability to provide advocacy for clients.
- Ability to utilize a variety of advisory and specialized data and information such as Court orders and records, client records, medical reports, psychological reports and assessments, criminal histories, police reports, placement reports, AODA reports, guardian ad litem reports, group home reports, clinical reviews, contact records, daily activity records, crisis sheets, protective payee reports, case notes, court documents, non-routine correspondence, Wisconsin Statutes Chapters 48, 55, 51, 893, 115, Wisconsin Administrative Codes, Physician's Desk Reference, dictionary, DSM III, placement manuals, agency policies and a variety of forms.
- Ability to communicate verbally and in writing with clients, Department personnel, Judges, attorneys, psychiatrists, psychologists, law enforcement personnel, Probation and Parole personnel, parents, State and Federal human service agency personnel, foster and group home parents, court personnel, victims/witnesses, medical care providers, educators and employers.
- Knowledge of accurate record-keeping and accounting and bookkeeping processes in accordance with regulatory mandates and economic practicality.
- Skill in operating a personal computer, laptop, and other department office equipment using applicable department software, Microsoft products, web-based systems, and performing data entry.

Supervision

None.

Physical Demands

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

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 10 pounds does not generally occur, but may occur when lifting boxes, books or paper. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus, distance vision.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is not regularly exposed to adverse conditions. The noise level in the work environment is usually moderate. The person may be exposure to physically or verbally abusive persons, high stress environments and if doing home visits unsanitary conditions. Travel may be required. Home visits may be required.

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

I have read and understand the duties of this job description and, by signing below; I agree that I can perform the duties of this position with or without reasonable accommodation.

Employee

Date

Supervisor

Date

Human Resources

Date