

Jefferson County
Position Description

Name:	Department: Human Services Division: ADRC	
Position Title: ADRC Supervisor	Pay Grade: 11	FLSA: Non-Exempt
Date: July 2025	Reports To: ADRC Manager	

Purpose of Position

The purpose of this position is to oversee the day-to-day operations of the Aging and Disability Resource Center (ADRC) of Jefferson County, ensuring the delivery of high-quality, person-centered services to older adults and individuals with disabilities. This role provides leadership to staff, monitors program effectiveness, ensures compliance with state and federal regulations, and promotes continuous improvement through data-driven decision-making.

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.*

- Oversees staff and manages daily operations of the Aging and Disability Resource Center.
- Guides staff in prioritizing cases and works closely with departments and agencies to ensure effective, high-quality services for older adults and individuals with disabilities in Jefferson County.
- Monitors staff competencies in administration of long-term care functional screens, adherence to the Alliance of Information and Referral System certification compliance standards and monitors the accuracy of contracts and timelines.
- Oversees compliance with Civil Rights, HIPPA, and staff-required training.
- Participates in ongoing planning and evaluation of ADRC operations and Community Needs Assessment, implementing changes when needed.
- Oversees ADRC website and print materials ensuring up to date information is available to the community.
- Responsible for quality assurance and improvement of assigned programs by evaluations, data analysis, and feedback from consumers and professionals.
- Prepares required Federal and State reports, reviews monthly financials, and approves ADRC expenditures and employee expense requests.
- Works closely with the ADRC Division Manager to ensure accurate reporting and full compliance with all contractual obligations.
- Tracks Key Outcome Indicators and uses the NIATx process to set goals, guide improvements, and train staff on best practices.
- Oversees and coordinates enrollment into Family Care, Partnership, and IRIS programs, ensuring accurate documentation and eligibility decisions. Works closely with staff, MCOs, and IRIS agencies to resolve discrepancies and address consumer complaints. Maintains required enrollment plans and leads quarterly collaboration meetings with key partners.
- Prepares and presents monthly ADRC updates at Advisory Committee meetings, sharing legislative and operational updates. Collaborates with the Division Manager on agendas and facilitates meetings.
- Develops agenda and facilitates monthly Jefferson County Youth Transition Network meetings.
- Attends and participates in monthly Care Transition and Elder Abuse I-Team Coalitions.
- Leads ADRC marketing efforts, coordinates advertising and outreach in line with the business plan, engages with the community, secures promotional materials, and prepares reports as needed.
- Serves as back up to the ADRC Manager by assisting with emergency planning, staff coverage, same-day approvals, and meeting facilitation as neededAdheres to and promotes safety as a priority in the workplace.
- Performs other duties as assigned or that may develop.
- 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.*

Minimum Training and Experience Required to Perform Essential Job Functions

Bachelor’s Degree in Social Work or Equivalent. At least three-year experience in the Long Term Support Field with experience as a case manager, benefit specialist or similar position.

Preferred Training and Experience Required to Perform Essential Job Functions

Knowledge and experience in Family Care, and/or private sector Care Managements and/or work history in an ADRC preferred. Certified Social Worker License.

Other Requirements – Certificates/Licensures

Complete ADRC Director/Manager Orientation.
Alliance of Information and Referral Specialist for Aging/Disability (CIRE-A/D).
Training (10 hours) biannually.
Valid Wisconsin Drivers license.

Knowledge, Skills, Abilities

- Ability to reliably and predictably carry out one’s duties.
- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to write speeches and articles for publication that conform to prescribed style and format.
- Ability to effectively present information to top management, public groups, and/or boards of directors.

- Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.
- 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 define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables

Supervision

This position supervises seven full-time employees. Responsible for directing assignments, conducting disciplinary action when necessary, hiring, and perpetration and delivery of performance reviews.

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 accommodation may be provided to enable individuals with disabilities to perform the essential duties and responsibilities.*

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- 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 accommodation may be provided to enable individuals with disabilities to perform the essential duties and responsibilities.*

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- 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.

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.

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Employee Signature:	Date:
Supervisor/Manager Signature:	Date: