

**Jefferson County Position  
Description**

**Name:** \_\_\_\_\_ **Department:** Human Services  
**Division:** Aging & Disability Resource Center

**Position Title:** Benefit Specialist **Pay Grade:** 6 **FLSA:** Non-exempt

**Date:** January 2020 **Reports To:** ADRC Supervisor

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**Purpose of Position**

The purpose of this position is to provide benefit counseling and education, legal information, and advocacy and representation to adults with disabilities and persons 60+ for the Jefferson County Human Services Department. This includes issues related to a wide range of public benefits, community programs, private health insurance, and consumer debt.

**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.**

- Provides accurate, detailed benefit counseling information and documentation regarding public and private benefits and programs and acts as an advocate regarding insurance recommendations and submitting complaints.
- Assists consumers in understanding and determining benefit eligibility for all public benefit programs and assists in completing eligibility forms.
- Researches and interprets administrative law for consumer advocacy, consumer rights and eligibility issues.
- Gathers documentation and evidence for applications; Evaluates consumer needs to recommend appropriate community resources, referrals, and health insurance options.
- Provides advocacy and representation in appeals, negotiations, and administrative law proceedings.
- Provides public education and/or training on issues affecting the rights, benefits, or entitlements of elders and/or persons with a disability, including conducting workshops.
- Develops benefit program materials as resources for co-workers and consumers. Shares technical expertise to assist department in problem solving issues concerning public benefit programs, rules, and regulations.
- Administers volunteer program and provides volunteers training and supervision.
- Consults regularly with program attorney regarding individual cases and general caseload.
- Coordinates with local Pro-Bono Attorney Program by initiating referrals and actions as a liaison.
- Attends ongoing training programs to maintain expertise regarding knowledge of programs and services.
- Performs time reporting per Medicaid and DHS guidelines; prepares and submits timely, accurate program reports as required.
- Maintains detailed, accurate, and confidential documentation in accordance with HIPAA guidelines.
- 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.

- Demonstrates dependable attendance.
- Performs other duties as assigned or as may develop.

**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 (preferably 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 one year of full-time experience in a health or human service field, working with one or more of the client populations served by the ADRC (elderly or adults with physical or intellectual/developmental disabilities). Qualifying work experience may be paid or unpaid and may include internships, field placements and volunteer work.

***A waiver of education and/or experience requirements can be requested from the Department in the event that the candidate lacks the degree and/or experience described above.***

**Other Requirements – Certificates/Licensures**

Additional Training: Ability to attend and successfully complete initial and ongoing training as required by the State of Wisconsin and the ADRC. Ability to attend and successfully complete initial and ongoing training as required under Chapter 9 of the Wisconsin Aging Network Manual of Policies, Procedures and Technical Assistance Network (applies to EBS only) and as required by the Disability Benefit Specialist Program Policies and Procedures (applies to DBS only).

Valid driver's license.

Licensed Social Worker through the State of Wisconsin preferred.

SHIP Counselor preferred.

Spanish speaking preferred.

**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 speak effectively before groups of customers or employees of organization.
- 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 exposed 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.

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