

Florence County Job Description

Position Title: Information and Assistance Specialist (ADRC Specialist)

Department: ADRC/Aging Unit

Reports To: ADRC Director

FLSA Status: Full Time (17.5 hours per week)/Non-Exempt – combined position with Dementia Care Specialist

Salary Range: \$19.00 - \$24.00

Salary Grade/Level: 8

Position Summary: Provides the general public, primarily adults who are elderly or have a disability, with information and assistance to a wide range of community resources; help inform and educate customers about their benefit options; assist in connecting them to programs and services, including public and privately funded options. Provides assessments, and long-term care options counseling services to older adults and adults with disabilities in Florence County. Offers options counseling built on the strengths of individuals, families and community. Performs Long Term Care Functional Screens (LTCFS). Represents the ADRC of Florence County to the community at large through professional interaction, public speaking, media presentations, and participation in community advisory groups as requested.

Essential Functions:

- Provide a high level of customer service to consumers visiting and contacting the ADRC offices for potential services.
- Provide options counseling by gathering sufficient information to accurately identify and clarify individual's problems and needs, explore needs beyond the present-problem, offer short and long term solutions, checking in with the consumer and summarizing what they are requesting.
- Administer the Long-Term Care Functional Screen (LTCFS) to determine functional eligibility for publicly funded long-term care programs offered through the State of Wisconsin.
- Provide information about publicly funded long-term care program options and assists customers throughout the eligibility determination and enrollment process. Responsible for entering the customer's enrollment and/or disenrollment of the publicly funded long-term care program Family Care into the State database.
- Perform assessments for enrollment into caregiver support programs and for eligibility of the home-delivered meal program.
- Provide short-term service coordination (case management) to consumers who need it.
- Administer memory screens to assess memory impairment and makes referrals to physician upon request.
- Provide information about programs, services (public and private) and public benefits, make referrals and, when needed, connect customers to appropriate services.
- Assist individuals in completing Medicaid applications for financial eligibility for publicly funded long-term care programs. Collect preliminary financial data (including medical and remedial expenses) and refer to Income Maintenance Consortium for eligibility determination.
- Perform home visits when required according to the ADRC's scope of services and the customer's preferred schedule.
- Search the Information & Assistance Resource Database, as well as other written and computer-based information resources to identify, evaluate and suggest potential programs and services; research additional or alternative resources when applicable.
- Update Information & Assistance Resource Database and other resources on an annual basis.
- Construct and communicates an effective customer driven action plan.
- Provide follow-up as needed to determine outcomes and provide additional assistance or make additional referrals as needed.
- Participate in various transition activities designed to help youth who have a disability transition from school to the adult service system.
- Comply with applicable federal and state laws, administrative rules, established agency and county policy and procedure and accepted professional standards.

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- Maintain confidentiality in client records
- Must complete documentation of all actions taken and follow-up thoroughly until resolution of problem in a timely fashion with notes in I&A database.
- Foster professional relationship with Adult Protective Service (APS) staff to make referrals or otherwise coordinate service delivery to at risk, abused or neglected individuals.
- Conduct outreach at community events and with local businesses and organizations.
- Research, write and edit appropriate and timely news articles for use by media and/or agency newsletters.
- Participate in prevention activities, support groups, classes and other initiatives.
- Complete required recordkeeping, ADRC activity reporting and 100% time reporting in a timely manner.
- Participate in on-going training and federal program requirements and regulations, maintaining contemporary knowledge to ensure compliance with local, state and federal program requirements and regulations.
- All other duties as assigned.

Supervisory Requirements:

- N/A

Education:

- A 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, Wis. Stats., and at least one year of experience working with at least one of the client populations of the Aging and Disability Resource Center; or
- Equivalent experience and/or education with approval via a waiver from the Wisconsin Department of Health Services (DHS) is necessary by contract in the event that the candidate lacks the degree and/or experience described above and the ADRC chooses to request an exception. Such approval is at the discretion of DHS.
- Must successfully complete initial and ongoing trainings as required by DHS, Greater Wisconsin Agency on Aging Resources (GWAAR) and Florence County.

Licenses and Certifications:

- WI Long-Term Care Functional Screen certification within 6 months of hire and sustained throughout tenure.
- Certified Community Resource Specialist – Aging and Disabilities through AIRS within two years of hire and sustained throughout tenure.

Knowledge, Skills and Abilities:

Any equivalent combination of training and experience, which provide the following knowledge, skills and abilities:

- Ability to communicate courteously and effectively with coworkers, customers, the community and other professionals in person, by phone and in writing.
- Must have strong interview and active listening skills with customers to build rapport in a supportive manner.
- Ability to provide a welcoming atmosphere to effectively deliver positive customer service.
- Ability to arrange work schedule as necessary or directed to meet the program and client service needs.
- Strong computer skills in Word and Excel and the ability to effectively utilize required software and database programs.
- Ability to interpret and apply federal, state and local policy and guidelines.
- Knowledge and understanding of target populations served by the ADRC, and experience with public benefits preferred.
- Competency in public speaking and engaging community members and professionals.
- Maintain required confidentiality in client and personnel records where appropriate.
- Experience and ability to provide exceptional service levels to program participants in a community/social work setting.
- Ability to establish priorities for service intervention, and deal tactfully with difficult situations.

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- Ability to maintain good working relationships and cooperation with other government agencies and public service providers to improve benefit delivery system for individuals being served.
- Ability to travel. Must possess a valid Wisconsin driver's license and have access to a reliable personal transportation with adequate auto insurance to meet minimum County requirements or other reliable means for local and state wide travel.

Physical Requirements:

- Frequently required to stand, walk, sit, use hands and fingers to handle or feel, reach with hands and arms, talk or hear. Occasionally required to stoop, kneel, or crouch.
- Occasionally required to sit and taste or smell.
- Regularly lift and or move up to 15 pounds and occasionally lift or move up to 25 pounds.
- Vision requirements include close, distant, color, peripheral, depth and ability to adjust focus.

Work Environment:

- Office environment. Minimal noise level.
- Regularly exposed to outside weather conditions.
- Work in client homes & the community as needed.

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Employee Acknowledgement:

I acknowledge that I have received a copy of the Information and Assistance Specialist/ADRC Specialist job description and understand that it is my responsibility to read and understand it. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that this job description may be used as a tool to evaluate the performance of my duties. If I have any questions about this job description or my job duties, I understand that I should ask my supervisor or department manager.

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

Signature

Date

Printed Name