

## Florence County Job Description

**Position Title:** Lead Information and Assistance Specialist/Long Term Care Specialist  
**Department:** ADRC/Aging Unit  
**Reports To:** ADRC Director  
**FLSA Status:** Full-Time (35 hours per week)/Non-Exempt  
**Salary Range:** \$20.00 – \$28.91  
**Salary Grade/Level:** 7

**Position Summary:** Provides information and assistance, 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 screen. Provides leadership and direction to other I&A Staff. Acts as liaison within community programs and networks, supports the management of long term care programs within Florence County. Works collaboratively with internal and external services in order to advocate for consumer needs to assure services are delivered. Provide 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 consumers about their benefit options; assist in connecting them in programs and services, including public and privately funded options.

### **Essential Functions:**

- Serves as the Information and Assistance Lead; assisting with selecting, assigning, training, and evaluating other Information and Assistance Staff to assure coordination, consistency, and collaboration in service delivery.
- Provides a high level of customer service to consumers visiting and contacting the ADRC offices for potential services.
- Gathers sufficient information to accurately identify and clarify inquirer's problems and needs, explores needs beyond the presenting problem, offers short and long term solutions, checking in with the inquirer and summarizing what they are requesting.
- Administers the Long Term Care Functional Screen to determine functional eligibility for publicly funded long-term care programs through the State of Wisconsin.
- Provides information about the publicly funded long-term care (managed care program options) and assists consumers throughout the eligibility determination and enrollment process. Responsible for entering the consumer's enrollment and disenrollment of the publicly funded long-term care program Family Care into the State database.
- Performs assessments for enrollment into caregiver support programs and for eligibility of the home-delivered meal program.
- Provides short-term service coordination (case management to consumers who need it).
- Administers memory screens to assess memory impairment and makes referrals to physician upon request.
- Serves as ADRC lead for the Client Tracking Database, Resource Database, Dementia/Memory Screens and Long Term Care Functional Screens. Ensures that all staff members using those databases or performing those tasks have received necessary training and are doing so in accordance with the appropriate policies. Also responsible for disseminating information about any changes to those tasks or policies to all appropriate staff.
- Provides information about programs, services (public and private) and public benefits, makes referrals and, when needed, connects consumers to appropriate services.
- Participates in various transition activities designed to help youth who have a disability transition from school to the adult service system.
- Assists individuals in completing Medicaid applications for financial eligibility for publicly funded long-term care programs. Collects preliminary financial data (including medical and remedial expenses) and refers to Income Maintenance Consortium for financial eligibility determination.
- Performs home visits when required according to the ADRC's scope of services and the consumer's preferred schedule.

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- Searches the Information and 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.
- Ensures the Information & Assistance Resource Database and other resources are updated on an annual basis.
- Constructs and communicates an effective consumer driven action plan.
- Provides follow-up as needed to determine outcomes and provides additional assistance in locating resources and arranging services.
- Complies with applicable federal and state laws, administrative rules, established agency and county policy and procedure and accepted professional standards.
- Maintains confidentiality in client records, documenting all actions taken and follow-up thoroughly until resolution of problem.
- Maintains accurate and complete documentation in a timely fashion with notes in I&A database.
- Participates in prevention activities, support groups, classes and other initiatives.
- Completes required recordkeeping, ADRC activity reporting and 100% time reporting in a timely manner.
- Participates 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 from the Department (State of Wisconsin Office of Resource Center Development) 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 within the discretion of the Department.
- Must successfully complete initial and ongoing trainings as required by the Wisconsin Department of Health Services, Greater Wisconsin Agency on Aging Resources and the Florence County Aging Unit.

### **Licenses and Certifications:**

- WI Long-Term Care Functional Screen Certification within 6 months of hire and sustained throughout employment.
- Certified Information and Referral Specialist through AIRS within one year of hire.

### **Knowledge, Skills and Abilities:**

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

- Excellent written and verbal communication skills.
- Must have strong interview and active listening skills with consumers to build rapport in a supportive manner.
- Ability to provide a welcoming atmosphere for consumers to effectively deliver positive consumer service.
- Ability to arrange work schedule as necessary or directed to meet the program and consumer 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 Aging & Disability Resource Center and Aging Unit, and experience with public benefits preferred.
- Maintain required confidentiality in client and personnel records where appropriate.

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- 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.
- Ability to maintain good working relationships and cooperation with other government agencies and public service providers to improve benefit delivery system for older adults 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 Levels.
- Regularly exposed to outside weather conditions.
- Work in client homes and the community as needed.

### Employee Acknowledgement:

I acknowledge that I have received a copy of the Lead Information and Assistance Specialist/Long Term Care 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.

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Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name