

# RICHLAND COUNTY POSITION DESCRIPTION

**Position Title:** Information & Assistance Specialist **Department:** Health and Human Services

**Reports to:** Aging & Disability Resource  
Center Manager

**Pay Grade:** Social Worker  
(Professional) & H

**Date:** January 1, 2020

**Hours per Week:** 40

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## PURPOSE OF POSITION

The purpose of this position is to provide the general public, particularly adults who are elderly or disabled, with information and referral to a wide range of community resources; help inform and educate people about their options, assist in connecting them to programs, services and public benefits, and provide intake, eligibility determination and enrollment into the Family Care/Care Management Organization or the IRIS program. This position works under Aging & Disability Resource Center of Eagle Country.

## 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 or assigned.**

Follow established policies, procedures and quality standards to provide information, referral and assistance to persons contacting the Aging and Disability Resource Center:

- Use telephone skills and interviewing techniques, such as active listening, to communicate by phone, in person and in writing.
- Gather sufficient information to accurately assess consumers' problems and needs;
- Use SAMS IR Information & Referral resource database, as well as other written and computer-based information resources to identify, evaluate and select potential programs and services.
- As needed, research additional or alternative resources.
- Provide information about programs, services and public benefits, make referrals and, when needed, help consumer get connected to appropriate services.
- Provide follow up and/or short term case management, as needed, to determine outcomes and provide additional assistance in locating resources and arranging services.
- Gather and document information about callers for local recordkeeping and analysis, required state reports and quality reviews.

Follow established policies, procedures and quality standards to provide options counseling to help inform and educate consumers about their options for long-term care and services:

- Accept MDS-Section Q forms from area nursing homes, CBRF's and other facilities, and identify other consumers in need of options counseling.
- Make arrangements for face-to-face contact with consumers, and if desired, their family members. Provide information and help consumers identify their current and future needs; evaluate resources, including private resources; and consider various options for care and services.
- Gather information and complete required recordkeeping and reporting in a timely manner.

Follow established policies, procedures and quality standards to provide Long-term Care Benefit Program intake, determine functional eligibility and coordinate enrollment into the Family Care or IRIS:

- Provide unbiased information about the Family Care and IRIS benefit and assist consumers throughout the eligibility determination and enrollment process.
- Administer the Long Term Care Functional Screen to determine functional eligibility.
- Collect preliminary financial data and refer to Economic Support Unit for financial eligibility determination.
- Coordinate eligibility determination and enrollment activities with staff from the Care Management Organization, Economic Support Unit and IRIS to make process as seamless for the consumer as possible.
- Update Family Care enrollments into Forward Health system.
- Complete required recordkeeping and reporting in a timely manner.

Other Duties as Required or Assigned:

- Participate in various transition activities designed to help youth who are disabled transition from school to the adult service system.
- Participate in marketing and outreach activities.
- Participate in program development activities.
- Participate in Quality Assurance/Quality Improvement projects and activities
- Participate in staff meetings and training activities.
- Meet with consumers and/or their families evenings, weekends or holidays, as needed;
- Participate in after hours emergency on call rotation as directed.
- Perform other duties as needed or assigned to support the mission of the Aging and Disability Resource Center.
- Arrange work schedule as necessary or directed to meet the program and consumer service needs.
- Represents Richland County Health and Human Services to the community at large through professional interaction, clinical consultation, public speaking, media presentations, and participation in community advisory groups as requested.
- Comply with applicable federal and state laws, administrative rules, established agency procedures and accepted professional standards.
- Participates in on-going training, maintaining contemporary knowledge to ensure compliance with federal and state regulations.
- Maintains the confidentiality of client information as required by State and Federal laws and regulations.

**MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM  
ESSENTIAL JOB FUNCTIONS**

- Bachelor's degree in Social Work or human service related field with State of Wisconsin Social Work certification or ability to obtain social work certification within two years of hire date.
- Must have at least one year of experience working with the type of individuals, such as the elderly or individuals with developmental or physical disabilities, who constitute one of the target populations of the Aging and Disability Resource Center and Family Care.
- Must take and pass the on-line State Functional Screen Training Course within 30 days of hire.
- Become Certified Information & Referral Specialist through AIRS (Alliance of Information & Referral Systems) within 2 years of hire date.
- Working knowledge of computers, computer programs, typing, and data entry.
- Current WI driver's license and unlimited access to reliable transportation.

## **PHYSICAL AND MENTAL ABILITIES REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

### **Language Ability and Interpersonal Communication**

- Ability to comprehend and interpret a variety of documents including client psychological assessments, medical diagnosis and medication recommendations, financial reports, letters and memos, state and federal rules and regulations manuals, professional journals and papers, job applications, insurance forms, budget sheets.
- Ability to prepare and to maintain a variety of documents including client service plans and recommendations, program evaluations, client assessments and treatment plans and therapy notes.
- Ability to record and deliver information, explain procedures and instruct staff and clients.
- Ability to communicate effectively with clients, supervisor, physicians, other health professionals, law enforcement, the general public, hospital, clinic and school personnel, and department staff both in person and in writing.

### **Mathematical Ability**

- Ability to add, subtract, multiply, divide, calculate decimals and fractions.
- Ability to compare, count, differentiate, measure and/or sort data and information.
- Ability to classify, compute, tabulate, and categorize data.

### **Judgment and Situational Reasoning**

- Ability to lead others and reinforce thinking to perform tasks.
- Ability to apply abstract thinking to perform tasks.
- Ability to work independently.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to use independent judgement frequently in non-routine to occasionally highly unstable situations including decisions on implementing client service and treatment plans to encounters with potentially suicidal and violent clients.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to analyze data and information using established criteria, in order to define consequences and to consider and select alternatives.
- Ability to apply situational reasoning ability by exercising judgement in situations involving the evaluation of information against measurable criteria.
- Ability to use functional reasoning development in the performance of semi-routine functions involving standardized work with some choice of action.

### **Physical Requirements**

- Ability to coordinate eyes, hands, feet, and limbs in performing coordinated movements in operating educational aids and office equipment.
- Ability to exert moderate effort in sedentary to light work, including stooping, kneeling, crouching. Ability to handle, finger and feel. Ability to lift and carry.
- Ability to recognize and identify degrees of similarities and differences between characteristics of colors, forms, sounds, odors, textures etc. associated with objects, materials and ingredients.
- Ability to move and guide material using simple tools.
- Ability to physically respond to a variety of settings to provide services, including office, community locations, private residences, jail, etc.

- Ability to operate a motor vehicle.

**Environmental Adaptability**

- Ability, in regard to environmental factors such as temperature variations, noise, disease, and/or dust, to work under moderately safe and comfortable conditions.
- Ability to visit environments with a moderate risk for disease or physical harm.

Richland County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, 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.

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Employee's Signature

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Supervisor's Signature

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Date

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Date