

RICHLAND COUNTY POSITION DESCRIPTION

Position Title: Elderly Benefit Specialist **Department:** Health and Human Services

Reports to: Aging & Disability Resource Center Manager **Pay Grade:** Grade 10 (Courthouse) & H

Date: August 12, 2021 **Hours Per Week:** 40

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PURPOSE OF POSITION

The purpose of the Social Worker/Elder Benefit Specialist (EBS) position is to provide benefit counseling and education, advocacy, legal information, advocacy and representation to Richland County residents 60 years or older in coordination with other county, community and governmental agencies. The EBS will further provide individuals 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. This position also provides back-up Information and Assistance duties when directed to do so by the ADRC Manager.

This position works under the Aging & Disability Resource Center of Eagle Country, which is housed in Richland County Health and Human Services,

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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.

- Use telephone skills and interviewing techniques, such as active listening, to communicate by phone, in person and in writing.
- Provides comprehensive and clear information and assistance on public benefits to seniors that will enable them to understand and obtain the services or benefits to which they are entitled.
- Maintains strict client confidentiality.
- Maintains accurate and complete client records documenting action taken.
- Prepares factual evidence and briefs for denied benefits appeal hearings and benefit adjustment hearings. Seek legal advice on issues such as approach, rules, regulations, and support.
- Represents client at administrative hearings as a benefit specialist.
- Conduct necessary research and make necessary contacts to assure provision of accurate and timely information.
- Provides education, outreach and advocacy on Medicare Part D to the Medicare beneficiaries of Richland County.
- Assist Medicare beneficiaries in the application process by providing computer printouts of the different Part D plans.
- Assist individuals with applications for Medicare Savings programs, SeniorCare, and Medicaid.

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- Prepare and submits reports to the Aging and Disability Resource Center Manager, Commission on Aging, and Area Agency on Aging.
- Schedule and conduct informational seminars and presentations reaching senior citizens where they gather that will help older adults better understand their rights under various entitlement programs.
- Prepares articles and Public Service Announcements for Richland County Health and Human Services newsletter, local newspapers, local radio station, and local cable television station.
- Provides insurance benefits counseling and policy and form completion assistance. Act as a client advocate on insurance issues including change recommendations and submitting State Insurance Commissioner complaints.
- Communicates regularly with supervising attorney.
- Recruit and train volunteers to assist with Medicare Part D season and other Elder Benefit Specialist related programs
- Provide short term case management utilizing social work skills, as needed, to determine outcomes and provide additional assistance in locating resources and arranging services.
- Provide back-up coverage to the Information and Assistance Specialist position as needed when there are staffing shortages. This includes meeting with walk-in clients and providing information and resources related to the needs of the consumer.
- Represents Richland County Health and Human Services to the community at large and maintains good community public relations.
- Complies 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 and protected health information as required by State and Federal regulations, including the Health Insurance Portability and Accountability (HIPAA) Act of 1996.

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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, and at least one year of experience working with individuals in one or more of the target populations.
- Knowledge and experience in areas such as public benefits, entitlements, insurance, consumer issues, long-term care service system, and legal system.
- Excellent written and oral communication skills.
- Working knowledge of computers, computer programs, typing, and data entry.
- Current WI driver's license and unlimited access to reliable transportation.

Deleted: Bachelor's Degree with knowledge of public benefits, entitlements, insurance rules and consumer issues or any combination of education and experience that provides equivalent knowledge, skills, and abilities

PHYSICAL AND MENTAL ABILITIES REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Language Ability and Interpersonal Communication

- Ability to analyze data and information using established criteria, in order to define consequences and to consider and select alternatives.

- Ability to assemble, copy, record, and transcribe data.
- Ability to understand and use advisory data and information such as financial statements, technical operating manuals, procedures, guidelines, non-routine correspondence, and laws.
- Ability to advise and interpret how to apply programs, procedures, and standards to specific situations.
- Ability to counsel, treat and mediate, which may include providing first line supervision.
- Ability to persuade and convince others.
- Ability to communicate verbally and in writing with the elderly (60 years or older), tax and Social Security personnel, county Human Service personnel, state Medicare personnel, the general public, medical personnel, nursing home personnel, and others as needed to accomplish job responsibilities.

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 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. 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.

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 physically respond to a variety of settings to provide services, including office, community locations, and private residences.
- 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.

Employee's Signature

Supervisor's Signature

Date

Date

DRAFT