

RICHLAND COUNTY POSITION DESCRIPTION

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

Reports to: Aging & Disability Resource Center Manager **Pay Grade:** Social Worker (Professional) & H

Date: August 12, 2021 **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 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. The Disability Benefit Specialist (DBS) will provide benefits counseling and advocacy to individuals between the ages of 18 and 59 years who have a physical disability, developmental disability and/or mental illness, in order to assure that people in these target groups receive information about, and assistance in, accessing the public and private benefits for which they qualify. 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.

- Provide information on a comprehensive array of private and government benefits and programs:
 - 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, and use established criteria to determine appropriateness for DBS services.
 - Provide information and consultation on a wide variety of private and public benefit programs such as Social Security-Disability, Medical Assistance, Food Stamps, Patient Assistance Programs, and hospital uncompensated care.
 - Work in partnership with Resource Center staff to help consumers receive needed information, referral, and options counseling related to community services such as home health, supportive home care, housing, transportation and residential care, and programs such as Family Care.
 - Provide short term case management, as needed, to determine outcomes and provide additional assistance in locating resources and arranging services.
 - Assist consumers who do not meet DBS target groups to get connected to other agencies that may be able to assist them with Benefit Specialist services.
 - Gather and document information about callers for local recordkeeping and analysis, required state reports and quality reviews.

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- Use WellSky/SAMS database as well as other written and computer-based information resources to identify, evaluate and select potential services.
- Read, interpret, and apply regulations governing eligibility for benefits and work with DBS Program attorneys for clarification.
- Assist consumers to access programs and benefits:
 - Assist consumers to complete applications for public and private benefits.
 - Contact agencies, medical care providers and legal services providers on consumer's behalf to locate, obtain and verify financial, medical and other information, and/or facilitate the application process.
 - Initiate investigations to gather needed factual information to perform advocacy duties.
 - Consult with legal back-up to determine the appropriate interpretation of laws or regulations, and action to take related to applying for or accessing benefits, or resolving issues or concerns.
 - Provide information on consumer rights, and assist with complaints and grievance/appeal processes. Consult with legal back-up and Resource Center Supervisor to determine when direct representation of consumers in appeal or grievance proceedings is appropriate. Provide representation when appropriate, and as time and resources permit.
 - Participate in various transition activities designed to help youth who are disabled transition from school to the adult service system.
- Outreach and Public Education:
 - Help develop and disseminate marketing material, handouts, brochures, and newspaper or radio advertisements.
 - Develop and provide public presentations to large and small groups of consumers, service providers, community organizations and the general public regarding the role and services of the Disability Benefit Specialist and the Resource Center.
 - Obtain, and maintain, training as a Dementia Live Facilitator and provide the program to community organizations.
- Recordkeeping, Reporting and Other Duties as Assigned:
 - Use established methods, forms and procedures to gather and document information about the characteristics of consumers served and the services provided for recordkeeping and analysis, required state reports and quality reviews.
 - Complete and submit all required paperwork in a timely manner.
 - Attend ongoing Disability Benefit Specialist training and staff meetings, as required;
 - Participate with Aging and Disability Resource Center Manager, State staff and other Disability Benefit Specialists in providing input and feedback related to program development.
 - Participate in Quality Assurance/Quality Improvement projects and activities.
 - Participate in Commission on Aging Board and present quarterly and annual statistics as well as program updates.
 - Maintain confidentiality of consumer information and records.
 - Meet with consumers and/or their families, during or after regular office hours as needed to accommodate consumers' preferences.
 - Collaborate with multiple departments, agencies, and community resources to meet the needs of the consumer.
 - Other duties as assigned to support the mission of the Disability Benefit Specialist service and the Aging and Disability Resource Center.

Deleted: <#>Regular consultation with program attorney regarding caseload management.¶
 <#>Provide information, advocacy, and consultation on a wide variety of private and public benefit programs.¶
 <#>Assist consumers who do not meet Disability Benefit Specialist target groups and refer them to the appropriate resources.¶

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Deleted: Provide information on consumer rights, assist with complaints and grievance/appeal processes. Provide advocacy and representation when appropriate;

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➤ 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.

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- 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.

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.

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