

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) & G

Date: January 1, 2018

Hours Per Week: 40

PURPOSE OF POSITION

The purpose of this position is to provide benefits counseling and advocacy to individuals between the ages of 18 and 59 years who have a physical disability, developmental disability, mental illness and/or substance use disorders and for youth who are transitioning into the adult long-term care system, 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.

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 to gather sufficient information to accurately assess consumers' problems and needs;
 - Read, interpret, and apply regulations governing eligibility for benefits and work with DBS Program attorneys for clarification.
 - 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;
- Assist consumers to access programs and benefits:
 - Assist consumers to complete applications for public and private benefits;
 - Provide information on consumer rights, assist with complaints and grievance/appeal processes. Provide advocacy and representation when appropriate;
- Outreach and Public Education:
 - Help develop and disseminate marketing materials;
 - Develop and provide public presentations to large and small groups of consumers;
- Recordkeeping, Reporting and Other Duties as Assigned:
 - Use established methods, forms and procedures to gather and document information;
 - 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 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;
 - 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.
- 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