



Information and Assistance Specialist

ADRC is recruiting for an Information and Assistance Specialist. The purpose of the position is to provide the general public, but particularly adults who are elderly, physically disabled, intellectually disabled, or with mental health or substance use disorders with information, referral, and assistance 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 long-term care programs.

Minimum Qualifications

Education:

- Bachelor's degree from four-year College or university in social work, psychology or related field

Experience:

1. One year of experience working with one of the target populations as a social worker
2. Experience in computer applications with data input using spreadsheets and databases

Other:

- Must have a valid driver's license along with access to an insured motor vehicle
- Must complete the Long-Term Care Functional Screen certification program within 30 days of hire
- Must complete the AIRS certification within the timeframes established by the AIRS Accreditation Board and the State of Wisconsin
- Must complete options counseling certification within 90 days of hire

Note:

- Equivalent combinations of job-related education and experience may be considered

How to Apply: A [Grant County application for employment](http://www.co.grant.wi.gov) and job description may be obtained at www.co.grant.wi.gov or by contacting Human Resources (608)723-2540. **Letter of interest, resume, and Grant County Application are required.** Application must be on file, completely filled in, no later than **4 p.m. on Tuesday, March 25, 2025 to:**

Grant County Human Resources
111 S. Jefferson St. - PO Box 529
Lancaster WI 53813

*This is an **Affirmative Action/Equal Employment Opportunity employer (AA/EEO)**. All qualified applicants are encouraged to apply including minorities, veterans, women, and persons with work related limitations.*

GRANT COUNTY JOB DESCRIPTION

TITLE: I & A Specialist

DEPARTMENT/ AGENCY: Aging and Disability Resource Center of Southwest Wisconsin (ADRC)

IMMEDIATE SUPERVISOR: Grant County ADRC Director, ADRC Supervisor

PAY RANGE: Grade H

FLSA: Exempt - Professional

NATURE OF WORK

The purpose of the Information and Assistance Specialist is to provide the general public, but particularly adults who are elderly, physically disabled, intellectually disabled, or with mental health or substance use disorders with information, referral, and assistance 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 long-term care programs.

MINIMUM QUALIFICATIONS

Education:

- Bachelor's degree from four-year College or university in social work, psychology or related field

Experience:

1. One year of experience working with one of the target populations as a social worker
2. Experience in computer applications with data input using spreadsheets and databases

Other:

1. Must have a valid driver's license along with access to an insured motor vehicle
2. Must complete the Long Term Care Functional Screen certification program within 30 days of hire
3. Must complete the AIRS certification within the timeframes established by the AIRS Accreditation Board and the State of Wisconsin
4. Must complete options counseling certification within 90 days of hire

Note:

- Equivalent combinations of job related education and experience may be considered

Knowledge, Skills and Abilities:

1. Knowledge regarding the service delivery system, the needs of the recipient group/groups to be served, and the resources available or needing to be developed
2. Knowledge of personal computers and computer software applications
3. Knowledge of long-term care resources
4. Skill in case assessment, planning and management
5. Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations
6. Ability to write reports, business correspondence, and procedure manuals
7. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public
8. Ability to define problems, collect data, establish facts, and draw valid conclusions
9. Ability to interpret graphs, tables, maps, spreadsheets, and other statistical program application forms

ESSENTIAL FUNCTIONS

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

1. Use telephone skills and motivational interviewing techniques, such as active listening, to communicate by phone, in person and in writing;
2. To provide coverage for intake on a rotating basis with regard to calls received for information and referral for services within the ADRC.
3. Gather sufficient information to accurately assess customer's problems and needs;
4. Use information and referral resource database (SAMS), as well as other written and computer-based information resources to identify, evaluate and select potential programs and services;
5. Provide information about programs, services and public benefits, make referrals and, when needed, help customers get connected to appropriate services;
6. Provide follow-up and/or short-term case management, as needed, to determine outcomes and provide additional assistance in locating resources and arranging services;
7. Assist customers in the development of an individualized action plan to assist them in making progress on identified goals;
8. Gather and document information about callers for local and regional 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 customers about their options for long-term care and services:

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

Follow established policies, procedures and quality standards to provide managed long-term care intake, determine functional eligibility and coordinate enrollment into the managed care organization:

1. Provide information about the managed long-term care programs available and assist customers throughout the eligibility determination and enrollment process;
2. Administer the Long-Term Care Functional Screen to determine functional eligibility by completing a thorough assessment of the individual's functional abilities;
3. Collect preliminary financial data and refer to Economic Support Unit for financial eligibility determination;
4. Provide enrollment counseling, enroll customers who are functionally and financially eligible into the managed long-term care program of their choice, and help transition customers to the managed care organization;
5. Coordinate eligibility determination and enrollment activities with staff from the managed care organization and Economic Support Unit to make process as seamless for customers as possible;
6. Complete required recordkeeping and reporting in a timely manner.

Additional Duties and Responsibilities:

1. Participate in various transition activities designed to help youth who are disabled transition from school to the adult world;
2. Participate in marketing and outreach activities and to provide community presentations with regard to agency resources and services as assigned by manager;
3. Participate in program development activities;
4. Arrange work schedule as necessary or directed to meet the program and customer service needs, including meeting with customers and/or their families evenings, weekends or holidays, as needed;
5. Maintain a daily log sheet that tracks activities in 15 minute intervals;
6. Participate in state and regional and local staff meetings and training activities, as well as combined activities with the ADRC of Southwest Wisconsin;

7. Perform other duties as needed or assigned to support the mission of the regional Aging and Disability Resource Center (including but not limited to organizing and facilitating support groups and prevention programming);
8. Represent the ADRC of Southwest Wisconsin to the community at large through professional interaction, clinical consultation, public speaking, media presentations, and participation in community advisory groups as requested;
9. Comply with applicable federal and state laws, administrative rules, established agency procedures and accepted professional standards;
10. Participate in on-going training, maintaining contemporary knowledge to ensure compliance with federal and state regulations;
11. To coordinate and/or attend meetings with outside agencies as needed to provide appropriate services to the client (including but not limited to discharge planning, enrollment counseling, care conferences, IEP meetings, and long-term care programs)
12. Maintain 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.

SUPERVISION EXERCISED

This job has no supervisory responsibilities

PHYSICAL AND ENVIRONMENTAL FACTORS

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand and walk.

While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The noise level in the work environment is usually moderate.

CLOSING STATEMENT

This position description have been prepared to assist in defining job responsibilities, physical demands, working conditions, and skills needed, it is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees under supervision. Grant County retains and reserves any and all rights to change, modify, amend, add to or delete from any section of this document, as it deems in its judgments, to be proper.

Grant 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.

02/14/2020