



Career Opportunity – Aging & Disability Resource Center (ADRC)

| | | | |
|---------------------------------|-----------------------------|----------------------------|----------------------|
| Position: | ADRC Specialist | Department: | ADRC |
| Status: | Part-Time | Manager: | Sue Richmond |
| Position Classification: | 13 | Schedule: | 20 hrs w/in the week |
| Salary Range: | \$17.31 - \$21.64 - \$25.97 | Hours: | 20 |
| FLSA Status: | Non Exempt | Posting Expiration: | December 2, 2019 |

Position Summary: Provide the general public, but particularly adults who are elderly or have a disability, with information and assistance for a wide range of community resources; help inform and educate people about their options; assist in connecting them to programs and services, including public and privately funded options.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Fulfills a customer service role, with a goal of exceeding customer expectations, by ensuring that the consumer experiences a welcoming atmosphere. Uses strong interpersonal skills (professional greeting, warm tone, courteous and appropriate language, motivational interviewing techniques and active listening skills to build rapport with an unhurried attitude (over the phone, in person and via email).
2. Performs home visits at a time and place that best meets the consumer's schedule.
3. Gathers sufficient information to accurately identify and clarify inquirer's problems and needs, explores needs beyond the presenting problem, looking at short-term and long-term solutions, checking in with the inquirer and summarizing what they are requesting. Provides Options Counseling to customers.
4. Searches the Information and Assistance resource database, and other information resources to identify, evaluate and suggest potential programs and services.
5. Provides information about programs, services (public and private) and public benefits, makes referrals and, when needed, helps consumer get connected to appropriate services.
6. Assists individual in completing community resources applications, if needed. Maintain contact throughout the eligibility and enrollment process, and follow-up as needed.
7. Provides short-term service coordination according to ADRC policy.
8. Provides advocacy as needed.
9. Collects preliminary financial data (including medical and remedial expenses) and refers to Economic Support Unit for financial eligibility determination for publicly funded programs.
10. Participates in various transition activities designed to help youth who have a disability transition from school to the adult service system.
11. Participates in program development, marketing and outreach activities including representing the ADRC at public information fairs.
12. Participates in "on-call" for emergencies as advised by the Emergency Management Department. Assists with emergency planning activities such as registration, relocation and shelter for persons subject to disasters.
13. All other duties as assigned.

Documentation and Quality Assurance:

14. Maintains accurate and complete documentation in a timely fashion with objective notes in the I&A database.
15. Participates in prevention activities, support groups, classes and other initiatives, as required/and or recommended.
16. Administers the Long-Term Care Functional Screen to determine functional eligibility.
17. Completes required recordkeeping and ADRC activity reporting and 100% time reporting in a timely manner.
18. Participates in Quality Assurance/Quality Improvement projects and activities.
19. Arranges work schedule as necessary or directed to meet the program and consumer service needs.
20. Represents ADRC of Vilas County to the community at large through professional interaction, public speaking, media presentations, and participation in community advisory groups as requested.

Professional Growth and Development:

21. Participates in staff meetings and training activities, as required and/or recommended.
22. Complies with applicable federal and state laws, administrative rules, established agency procedures and accepted professional standards.
23. Participates in on-going training, maintaining current knowledge to ensure compliance with federal and state regulations.



24. Adheres to the AIRS national standards.
25. Maintains the confidentiality of client information as required by State and Federal laws and regulations and professional practice standards.

Knowledge, Skills and Abilities:

- A. Valid WI driver's license, dependable transportation and appropriate auto insurance as necessary.
- B. Excellent typing skills, high proficiency with MS Office.
- C. Excellent customer service, phone, interviewing, and public speaking skills.
- D. Thorough and current knowledge of community resources and ability to coordinate with other agencies/professionals.

If you are interested in this opportunity, please complete an Internal Transfer Request Form (available on allshare/HumanResources/Internal Transfer) with your resume attached and submit to the Human Resources Department by the posting expiration date.

This posting is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this position. Duties, responsibilities and activities may change at any time with or without notice.

VILAS COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER