



Lafayette County Human Services
15701 County Road K, Suite 3
Darlington, WI 53530
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Job Title: Aging & Disability Resource Center (ADRC) Specialist
Hours: Regular Full-Time/40 hours per week; Monday-Friday
Pay Range: \$21.86/hour; plus longevity, if applicable
Department: Human Services/ADRC
Reports to: ADRC Manager
FLSA: Non-Exempt
Position Purpose: The purpose of the ADRC Specialist position is to provide public (particularly adults who are elderly, physically disabled, developmentally disabled, or who have mental health or substance use disorders) with information and referral to a wide range of community resources. This person will help inform and educate people about their options; assist in connecting them to programs, services, and public and private benefits; and provide intake, eligibility determination and enrollment into the Family Care or IRIS Organizations.

Essential Position Responsibilities:

- To provide information and assistance to members of the client populations and their families, friends, caregivers, advocates, and others who ask for assistance on their behalf.
- Providing information and assistance includes listening to the inquirer, assessing his or her needs, and helping the inquirer to connect with service providers or gain information to meet the identified needs.
- Information and assistance can be provided in person, including home visits and walk-ins, over the telephone, via e-mail, or through written correspondence.
- Identify and evaluate the issue(s) leading to the inquiry, establish rapport with the inquirer, determine the nature of the situation, and evaluate the knowledge and capacities of the inquirer, in order to determine how to approach the information giving service.
- Provide information about programs, services, and public and private benefits, make referrals, and when needed, help consumer get connected to appropriate services.
- Provide counseling about the options available to meet long-term care needs and factors to consider in making long-term care decisions.
- Complete functional and financial eligibility criteria for receiving publicly funded long-term care and for participating in the Medicaid fee-for-service system, in order to assist the individual in assessing the likelihood that he/she will be eligible.
- Provide follow-up and/or short-term case management, as needed, to determine outcomes and provide additional assistance in locating resources and arranging services.

- Gather and document information about callers on an electronic resource database and complete required state reports and quality reviews.
- Advocate on behalf of individual customers when there are issues with access to services.
- Provide consultation to persons who are referred to them by a nursing home, community based residential facility, or residential care apartment complex, providing information and decision support and to prevent or delay the need for publicly funded long-term care.
- Receive referrals from nursing homes under MDS 3.0 Section Q and provide services that are available to residents that indicate a desire to relocate to the community.
- Participate in various transition activities designed to help youth who are disabled transitioning from school to the adult world.
- Participate in marketing and outreach activities.
- Participate in meetings and training opportunities, as well as combined activities involving the counties in the Southwest Wisconsin region.
- Participate in regional and cross-region Functional Teams to address program and quality issues.
- Comply with applicable federal and state laws, administrative rules, established agency procedures and accepted professional standards.
- Assist with Resource Center coverage.
- Participate in related Aging and Disability Resource Center programs and other duties as assigned by the ADRC Manager and Administrative personnel.

Position Requirements:

- Bachelor's degree in Social Work or Human Services related field, with knowledge and experience in areas such as public benefits, entitlements, insurance, consumer issues, long-term care service system, and legal system.
- Have the ability to maintain confidential information.
- Possess computer skills with the ability to learn new programs.
- Assessment and interviewing skills.
- Ability to organize, prioritize and utilize conflict resolution and problem solving techniques.
- Be a self-starter and self-directing person.
- Valid Wisconsin driver's license required.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to have ordinary ambulatory skills sufficient to visit other locations; and the ability to stand, walk, stoop, kneel, crouch, and manipulate (lift, carry, move) light to medium weights of up to 25 pounds. Requires good hand-eye coordination, arm, hand and finger dexterity, including ability to grasp, and visual acuity to use a keyboard, operate equipment and read application information. The associate frequently is required to sit, reach with hands and arms, talk and hear.

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Disclaimer Clause:

Job descriptions are not intended, and should not be construed to be exhaustive lists of all responsibilities, skills, efforts, or working conditions associated with a job; they are intended to be accurate reflections of those principal job elements. It is not intended to limit or modify the rights of any manager to assign, direct and control the work of employees under supervision. Lafayette County retains and serves any or all rights to change, modify, amend, add to or delete from any section of this document, as it deems in its judgment, to be proper.

Lafayette 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.