



Winnebago County

The Wave of the Future

**JOB POSTING
(PROJECT POSITION)**

POSITION TITLE: ADRC Resource Assistant

LOCATION: Human Services

HIRING RANGE: \$23.56-\$26.18/Hr.

STATUS: Part time 60%

HOURS PER WEEK: 24

APPLICATION DEADLINE: Recruitment will be ongoing

Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Departmental Transfer/Position Change](#) form. Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).

**WINNEBAGO COUNTY
POSITION DESCRIPTION
March 2024**

POSITION TITLE: ADRC Resource Assistant – Project Position

DEPARTMENT: Human Services – Long Term Support

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

Develops and maintains an information database and resources for the Aging and Disability Resource Center (ADRC) of Winnebago County. Gathers information about community resources that serve older adults and adults with disabilities. Works collaboratively with internal and external partners to assure service information is current and accessible and supports functions of ADRC staff.

ESSENTIAL FUNCTIONS:

1. Manages resources by maintaining, updating, and expanding comprehensive, reliable, and accurate list of resource and referral information for ADRC staff.
2. Coordinates resources, support tools, and documents (hard copy and electronic) to make sure they are up to date for Long Term Support staff use.

3. Promptly inputs new and updated information into the resource database or other system available, including the newsletter and social media pages.

ADDITIONAL ESSENTIAL DUTIES:

1. Ensures that listed resource and referral information contains details about the full range of programs and services available for older people and people with disabilities in the communities served by the ADRC.
2. Identifies and provides new and updated information to ADRC staff so that callers to the local ADRC receive useful, accurate and up-to-date information.
3. Communicates with community agencies programs regarding their current services and availability.
4. Conducts comprehensive annual updates of community resources and update changes as needed throughout the year for the resource database.
5. Completes and maintains required agency documentation for 100%-time reporting purposes.
6. Works collaboratively with ADRC staff to learn about information and resource needs for staff and customers.
7. Provides training and communicates with staff regarding information and tools that are available to enhance their work.
8. Performs outreach to new businesses/agencies.
9. Provides coverage for ADRC Administrative Assistant as needed.
10. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Program Supervisor – Aging and Resources.
2. Works with internal and external employees of ADRC, Adult Protective Services, Behavioral Health, Family Support, community services, and provider agencies.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. Any combination of education, training, and experience equivalent to an Associate's degree from an accredited college or university in a human services related field. Will consider Information/Systems/Computer degree with two years' experience in an aging and/or disability related field. Ability to understand and use information resources and technology to acquire and organize information.
2. Certification by the Alliance of Information and Referral Systems (AIRS) within one year of hire.
3. Certification within one year of hire to administer the Wisconsin Long Term Functional Screen.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of and demonstrated compliance with professional ethics and boundaries standards and codes of conduct.
2. Knowledge of standards and principles of information and assistance.
3. Knowledge of data management and reporting systems.
4. Knowledge of community resources and referral procedures.
5. Knowledge of planning, organizing, and problem-solving strategies.
6. Knowledge of public service agencies, laws, and regulations governing or affecting aging and community services.
7. Knowledge of HIPPA, privacy, and confidentiality standards of practice.
8. Ability to deal tactfully with difficult situations.

9. Ability to establish priorities for service intervention.
10. Ability to participate in a work setting as a team player.
11. Ability to communicate effectively orally, in writing and various types of persons, individually and in groups.
12. Ability to proficiently use a computer and related office equipment. Demonstrated familiarity with required software and database programs.

PHYSICAL REQUIREMENTS:

1. Ability to perform most work from a sedentary position.
2. Ability to function in situations encountered in a normal office setting.
3. Ability to use standard office equipment including telephone, computer, printer, photocopier and scanner. Ability to use a telephone and computer for extended periods.
4. Ability to climb stairs in private homes to assess consumers and provide services.
5. Ability to travel to other County departments and locations.