



Winnebago County
The Wave of the Future

JOB POSTING

POSITION TITLE: Elder Benefit Specialist

LOCATION: Human Services

HIRING RANGE: \$25.25 - \$28.0/Hr.

STATUS: Full Time

HOURS PER WEEK: 37.5

WORK HOURS: 8 am – 4:30 pm

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 [Internal Department Transfer Form](#). Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).

WINNEBAGO COUNTY POSITION DESCRIPTION May 2023

POSITION TITLE: Elder Benefit Specialist

DEPARTMENT: Human Services – Long Term Support Services

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

Provides information, assistance, and advocacy with public benefits, housing, and customer concerns to individuals 60 years of age and older. Coordinates outreach and education to older persons, service providers and professionals in the community and acts as a consultant to other service providers and professionals.

ESSENTIAL FUNCTIONS:

1. Provides education and assistance with benefit programs by evaluating potential eligibility, assisting with applications, counseling on health insurance plan and coverage options and

reading, interpreting, and applying regulations regarding benefits, and works with legal service providers for clarification.

2. Conducts outreach and connects with community members by providing public education and training on issues affecting the rights and benefits of older adults and developing and presenting informational materials for the media, organizations, and the public.
3. Responds to customer referrals and requests in a timely manner with excellent customer service and completes all required paperwork which includes, but is not limited to, 100% time reporting, State Health Insurance Assistance Program (SHIP) assessments, and case notes.

ADDITIONAL ESSENTIAL DUTIES:

1. Adheres to confidentiality standards.
2. Consults regularly with program attorney regarding individual cases and general caseload. Under the direction of the program attorney, prepares evidence and briefs for appeals of denied benefits, provides advocacy and representation in administrative hearings and grievance procedures.
3. Provides consumer training and technical assistance to develop self and family advocacy.
4. Consults with and attends all trainings provided under contract by the State Department of Health Services to determine appropriate interpretation of law and appropriate action to assist in resolution of consumers concerns.
5. Maintains records, enters data, and documents all contact and case management activities as required, in compliance with the Division standards.
6. Addresses and resolves conflict and manages stress in a professional manner, including actively engaging in professional and personal activities which help mitigate the impact of secondary traumatic stress.
7. Attends trainings as required by Department.
8. Applies Trauma Informed Care practices with a strong commitment to fostering a positive, healthy work culture.
9. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Program Supervisor – Aging and Resource Team.
2. Works with community groups, local agencies and organizations, other ADRC staff, and the Social Security Administration.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. Bachelor's degree, preferably in a health or human services related field.
2. At least one year of professional work experience working with older adults or adults with disabilities.
3. Knowledge or experience with public benefits preferred.
4. Timely certification as an Elder Benefit Specialist, if later required by State of Wisconsin Department of Health Services.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to apply the required level of knowledge to a variety of individual situations that can cause life-changing financial, insurance and service-related decisions for adults with

- disabilities.
2. Ability to adjust and cope with constant caseload demand, efficiently prioritizing caseload and service needs to ensure priority services are delivered.
 3. Ability to communicate detailed and complex information to consumers.
 4. Ability to communicate effectively and professionally both verbally and in writing.
 5. Ability to use a personal computer with basic typing, and competence using Microsoft Outlook, Word, electronic consumer database, and the Internet.
 6. Demonstrated ability to be a project-orientated self-starter and self-directing person.
 7. Ability to apply conflict resolution and problem-solving techniques.
 8. Compatibility with the service philosophies of the Department of Human Services – Long Term Support Division.
 9. Ability to utilize knowledge of Trauma Informed Care principles.
 10. Ability to meet consumers at consumer-convenient times, and when necessary, travel to consumers' homes.
 11. Ability to successfully complete initial and ongoing trainings and certifications as required by the Wisconsin Department of Health Services (DHS) and Winnebago County.

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.
4. Ability to travel to other County departments and locations.
5. Ability to access upper floors in private homes, for the purposes of providing services to or taking applications from homebound customers.
6. Capacity to freely move in the community (such as through possession of a valid driver's license or other means) including access to a vehicle.