



Winnebago County

*The Wave of the Future*

## JOB POSTING

**POSITION TITLE:** Elder Benefit Specialist

**LOCATION:** Human Services

**HIRING RANGE:** \$22.07-\$24.56/Hr.

**STATUS:** Full time

**HOURS PER WEEK:** 37.5

**WORK HOURS:** 8:00 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 [Departmental Transfer/Position Change](#) form. Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).*

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## WINNEBAGO COUNTY POSITION DESCRIPTION

*September 2017*

**POSITION TITLE:** Elder Benefit Specialist

**DEPARTMENT:** Human Services – Long Term Support Services

**PAY BASIS:** Hourly

### **PURPOSE AND SUMMARY:**

Ensures that adults, age 60 and over, are provided with information, assistance and advocacy, in obtaining and/or retaining public or private benefits for which they are eligible. This position is also responsible for coordinating outreach and education to older adults, service providers and professionals in the community regarding public and/or private benefit programs.

### **ESSENTIAL FUNCTIONS:**

1. Provides accurate and current information on a comprehensive array of private and government benefits and programs. Provides information and technical assistance about how to access such benefits and assist throughout process. Helps potential applicants for private and government benefits and programs to locate and gather verifying data, both financial and non-financial.

2. Provides advice and assistance on consumer rights and in resolving, preparing or filing complaints, grievances and appeals at the local and state levels, as well as beyond. Makes appropriate referrals for counseling and other needed services. Provides representation as appropriate for individuals. Analyzes information and initiate contacts on behalf of customers.
3. Prepares and delivers presentations to consumer, provider and community groups regarding benefits. Coordinates with other teams within the department to share information regarding supports, services, benefits and procedures.

#### **ADDITIONAL ESSENTIAL DUTIES:**

1. Documents all activities and completes all required paperwork as mandated within the Long Term Support Division, which includes 100% on time reporting.
2. Provides consumer training and technical assistance to develop self and family advocacy.
3. Participates in meetings and training opportunities to enhance skills and practice, including but not limited to team and vision meetings, as well as supervisor-recommended training.
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. Applies Trauma Informed Care practices with a strong commitment to fostering a positive, healthy work culture.
8. Performs other related duties as may be assigned.

#### **WORK RELATIONSHIPS:**

1. Reports to Program Supervisor – Elderly Benefits.
2. Works with community groups and local agencies and organizations. Makes presentations to them.

#### **REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:**

1. Bachelor's degree in a health or human services related field and must have at least one year of professional work experience working with older adults. 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 skillfully plan and organize work to achieve the most effective and efficient service delivery.
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. Ability to listen to individuals, identify needs and creatively address them.
9. Compatibility with the service philosophies of the Department of Human Services – Long Term Support Division.
10. Ability to utilize knowledge of Trauma Informed Care principles.
11. Ability to meet consumers at consumer-convenient times.

**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.