



**JOB POSTING
EFFECTIVE 1-1-2025**

POSITION TITLE: Medical Assistance Specialist
LOCATION: Human Services – Long Term Support
HIRING RANGE: \$22.26 - \$24.74/Hr.
STATUS: Full Time
HOURS PER WEEK: 40
WORK HOURS: 8 am – 4:30 pm

APPLICATION DEADLINE: 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
November 2024**

POSITION TITLE: Medical Assistance Specialist
DEPARTMENT: Human Services – Long Term Support
PAY BASIS: Hourly

PURPOSE AND SUMMARY:

Assists the Aging and Disability Resource Center (ADRC) and Economic Support staff in their work with consumers who are applying for public assistance and need assistance with preparing financial, medical and other documents related to applications for entitlements and other programs, to ensure that documents are in place and deadlines for applications are met. Meets with customers and their families to gather necessary verifications and gathers verifications from various institutions to support the Medical Assistance application.

ESSENTIAL FUNCTIONS:

1. Assists ADRC staff in gathering financial information and documentation for consumers in the application process for economic and employment support programs and other public assistance programs (such as Medical Assistance, Food Share, W2, BadgerCare Plus, etc.).
2. Assists persons in applying for Medical Assistance. This includes helping to fill out the application online or in paper form, gathering or assisting to gather, required verifications. Acting as a liaison between the customer/decision maker and the Economic Support Division. Assisting customers includes activities within the office, by phone, by email, and in person at their home.
3. Assists customers in communicating with agencies during the application process and in the review process to enable necessary correspondence and provision of information between customer and agency, which may include the following: reading and understanding documents, writing, assisting with translators, and using computer for email and online information.

ADDITIONAL ESSENTIAL DUTIES:

1. Assists customers with completing applications and related documents when needed (either paper or online versions).
2. Enters customer data into appropriate data bases and inform both ADRC staff and Economic Support Specialist when information is entered and customer is ready for eligibility determination.
3. Documents activity (both in appropriate data bases and with hard copies) with each customer.
4. Ensures compliance with federal, state, County and department rules, regulations, policies, and procedures.
5. Responds to individuals, families, service providers and coworkers in a timely and courteous manner.
6. Ensures that the department, division, and team philosophies, core values, goals and procedures are implemented.
7. Mobilizes appropriate resources that are effective, efficient, and of value to the users of funding and services.
8. Demonstrates professional conduct in accordance with the LTS Division's core values.
9. Consistently complete required, timely record keeping, activity reporting and 100% time reporting in a fast-paced environment.
10. Meets ongoing training requirements of the Department, LTS Division and ADRC team.
11. Professionally represents the ADRC of Winnebago County to the community through professional interaction, public speaking, media presentations, and participation in community advisory groups as requested.
12. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to ADRC Program Supervisor.
2. Works with other DHS divisions and teams including Adult Protective Services, Behavioral Health, Family Support, and Economic Support; Nursing Homes; Assisted Living Facility staff, and Home Health Agencies

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. High School diploma or equivalent. Bachelor's degree in a Social Work field preferred.
2. At least two years' work experience, in working with target groups served by the ADRC (adults who are elderly or have an intellectual or physical disability).
3. Knowledge or experience with public benefits preferred.
4. Possess current valid driver's license and access to a vehicle to perform required work duties.
5. Must provide evidence of meeting or exceeding the minimum automobile liability insurance requirements contained in the Winnebago County Travel Ordinance.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to use a personal computer with basic typing competence using Microsoft Outlook, Word, consumer data base, on-line functional screens, and Wisconsin Incident Tracking System (WITS) reports.
2. Demonstrated ability to be a project-oriented self-starter and self-directing.
3. Regular and predictable attendance, working hours that are required to meet with individuals, families and their legal representatives at times that are convenient to them.
4. Ability to read, understand and implement complex instructional materials.
5. Ability to gather and organize information and documents and verify accuracy.
6. Ability to follow goals, policies and procedures of employer and the workplace.
7. Computer and programming skills related to Microsoft Office products and knowledge or ability to learn data base entry into CARES, ACCESS and other data bases.
8. Ability to determine priorities, plan and organize work to meet deadlines.
9. Ability to work independently, budget time and schedule work to efficiently complete tasks.
10. Ability and skills to exercise sound judgment and discretion in the application and interpretation of state, county and department policies and regulations.
11. Ability to work with others who may have disabilities that limit independence and affect their ability to communicate with others and agency staff.
12. Ability to work as a team member within the ADRC and respective county divisions.
13. Ability to complete necessary documentation as required by ADRC (such as CARES and 100% MA Time Reporting).
14. Knowledge and/or interest in Trauma Informed Care principles and practices, and a strong commitment to fostering a positive, healthy work culture.
15. Ability to thoroughly assess, provide information and follow-up/coordinate multiple related details.
16. Ability to read, write and accurately complete administrative and direct service-related paperwork within time constraints.
17. Ability to work independently yet use a supervisor for and consultation when necessary and appropriate.
18. Ability to ensure that each person's legal rights, safeguards and confidentiality are upheld.
19. Ability to adjust and cope with a constant referral demand, efficiently prioritizing responsibilities and service needs to ensure priority services are delivered.
20. Ability to actively listen and communicate effectively and professionally, both verbally and in writing.

21. Ability to work cooperatively and effectively with a variety of persons in a wide range of settings.

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 access second floors in private homes for purposes of assessment and service provision.
5. Ability to use a telephone and computer for extended periods of time.