



Winnebago County

The Wave of the Future

JOB POSTING

POSITION TITLE: Program Supervisor – APS/Benefits Specialists Team

LOCATION: Human Services-Oshkosh

HIRING RANGE: \$76,461 - \$84,957/Yr.

STATUS: Full time

HOURS PER WEEK: 40

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](#).

WINNEBAGO COUNTY POSITION DESCRIPTION *June 2024*

POSITION TITLE: Program Supervisor – APS/Benefits Specialists Team

DEPARTMENT: Human Services – Long Term Support

PAY BASIS: Salaried

PURPOSE AND SUMMARY:

Leads the Aging and Resources Team in the Long-Term Support Division, including elderly benefits, disability benefits, and adult protective services programs, to ensure the provision of quality services and programs for residents. Provides oversight of all Federal Older Americans Act and Wisconsin Elders Act funding and programs, transportation, and volunteer services. Provides outreach and presentations regarding many of these and other Aging and Disability Resource Center programs and services.

ESSENTIAL FUNCTIONS:

1. Provides outreach and information to local community organizations and agencies regarding programs such as volunteer services, ADRC, and transportation. Attends meetings, coalitions and committees regarding these areas and elderly services as a representative from the Department of Human Services, and advocates for the populations served. Assists with preparing ADRC and Aging Plan.

2. Reviews qualitative and quantitative standards of performance to ensure vulnerable adults and those needing benefits receive quality service. Collaborates with Adult Protective Services staff, residential facilities, and law enforcement to coordinate services needed. Coordinates Elder and Adult at Risk Interdisciplinary Team meetings.
3. Organizes, distributes, and delegates work to subordinates fairly and impartially. Provides clear and appropriate direction to employees. Provides training and coaching to subordinates. Ensures that staff has the resources and flexibility to perform, improve, and learn in their jobs. Keeps open communication with subordinates, listens to them, and provides feedback. Positively motivates, mentors, and leads employees. Provides appropriate and timely performance evaluations for all subordinates.

ADDITIONAL ESSENTIAL DUTIES:

1. Interviews, selects, and trains all new staff and provide direction relative to assessment skills, best practice, funding utilization, and community resources.
2. Oversees and manages Transportation Grant Agreements with service providers. Serves on the Winnebago County Specialized Transportation Council and writes and submits the annual Specialized Transportation Grant Application to the Wisconsin Department of Transportation.
3. Assists in the ongoing development, interpretation and implementation of Adult Protective Services according to Chapters 54, 55, 46.9, 940.285, 50.06, 155 and 243. Coordinates these services with Chapter 51 to ensure needs of protective services for consumers are met. Manages the Winnebago County Elder Abuse Reporting System and Elder Abuse Intervention program allocation. Directs and supervises Adult Protective Services Workers.
4. Oversees the training, implementation and ongoing operation of the State Social Assistance Management Software Reporting System (SAMS).
5. Completes the countywide Coordinated Elderly Services Plan, the Winnebago County Directory of Elderly Services, and the Specialized Transportation application.
6. Coordinates all department student field placements with area colleges.
7. Encourages and develops county service resources to meet the needs of consumers. Coordinates provider-community meetings, training opportunities, and consumer input and feedback meetings; develops and implements methods that determine value or satisfaction of service users.
8. 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.
9. Utilizes knowledge or interest in Trauma Informed Care principles and practices, and a strong commitment to fostering a positive, healthy work culture.
10. Guides the Elderly Services Team to work cooperatively with other County teams, divisions, departments, community agencies and professionals to enhance outcomes, productivity, efficiencies and cooperation for the benefit of Winnebago County residents who utilize the Department's services and supports.
11. Coordinates and responds to requests from other agencies, businesses and community organizations.
12. Recruits volunteers for the Winnebago County Volunteer Guardianship Program and provides training and support to the volunteers.
13. Coordinates the certification of 1 and 2 bed Adult Family Homes for DHS.
14. Reviews and analyzes data regarding Elderly and Disability Benefits Specialists.
15. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Long Term Support Division Manager.
2. Supervises Adult Protective Services Specialists, Dementia Care Specialists, Disability Benefit Specialists and Elderly Benefit Specialists.

3. Works with all other teams within the Department of Human Services, Public Health, Greater Wisconsin Agency on Aging Resources, contracted provider agencies, and other community partners.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. Master's degree (preferred) in Human Services-related field with a minimum of three years working in the Human Services field, with at least one year supervising staff, managing programs and budgets; or a Bachelor's degree in Human Services field with a minimum of five years of experience in the human services field and three years supervising staff, managing programs and budgets.
2. Experience working with and understanding of federal and state funding sources and regulations.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Compatibility with the Long-Term Support Division philosophy and core values and the ability to implement them.
2. Experience working with a support system that is consumer-directed or utilizing the concepts of self-determination.
3. Demonstrated ability to provide leadership.
4. Ability to facilitate a meeting, including demonstrated communication and conflict resolution skills.
5. Possess strong problem-solving abilities particularly related to identifying needs of individuals supported, and developing and implementing creative solutions.
6. Ability to do long and short-term planning.
7. Ability to develop and manage complex budgets, funding sources and policies.
8. Knowledge of Microsoft software as well as the ability to learn specialized department software.
9. Working knowledge and understanding of Trauma Informed Care.
10. Strong written and verbal communication skills including listening skills

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.