

Position Title: Disability Benefit Specialist

FLSA Status: Non-exempt

Reports to: Unit Director

Department: Human Services



I. Position Summary

This position description has been prepared to assist in evaluating duties, responsibilities, and skills of the position. It is not intended as a complete list of specific responsibilities and duties, nor is it intended to limit duties to those listed.

This position will work with the target populations, age 18 to 59, to access public and private benefits at Aging and Disability Resource Centers. This position works with the public and with professionals in the community. This position, while under the moderate supervision of other personnel, must be able to work independently, use independent judgment, be self-directed and motivated, and accept responsibility.

II. Essential Duties and Responsibilities

- Provide accurate information on public and private benefits and programs
- Provide assistance in accessing public and private benefits and programs
- Provide advocacy to consumers in administrative hearings and grievance procedures, including representation where appropriate
- Assist consumers in gathering documentation and evidence for applications and appeals, such as medical and employment records
- Provide information and assistance with grievance and appeal rights and processes
- Adhere to confidentiality standards
- Read, interpret, and apply regulations governing eligibility for benefits and work with the DBS program attorneys for clarification
- Consult regularly with program attorney regarding individual cases and general caseload
- Make referrals to other agencies and services, when appropriate
- Complete and submit all required paperwork (e.g., 100 percent time reporting spreadsheets, DBS database reports) in a timely manner

III. Related Job Functions

- Responsible for working safely and following safety practices and standards.
- Establish and maintain effective working relationship with co-workers and others

- Performs related work as required or directed.
- Responsible for reporting and/or correcting any existing or potential safety or accident hazard.
- Establish and maintain effective working relationship with co-workers, general public, community resources and county/governmental officials.
- Attends staff meetings, trainings, conferences, & meetings to keep abreast of current changes
- Maintains consumer rights and confidentiality of consumer information.
- Performs related work as required or directed.

IV. Physical Demands

20%- Sits at desk, uses 75%-hearing, near vision and fingering for typing and data entry, or other office machines. 75%-Talks to clients, callers, department staff. 10%- Sits, walks, stands, bends, reaches, and moves about the office intermittently throughout the day. 25% -Handles telephones, papers and manuals, etc., lifts files, copy paper and other office materials. In unusual situations it is necessary to stoop, kneel, grapple, bend/twist and feel. There is the threat of physical attack or injury from clients/animals in unusual situations. Uses automobile, telephones, copy machines, computers, fax machines, camera, and television/VCR equipment. Uses independent judgment. Involves potential and/or direct exposure to blood or body fluids.

V. Education and Training Requirements

Bachelor's degree, preferably in a human services-related field. Ability to advocate on behalf of consumers. Knowledge of and/or experience with public benefits preferred. Excellent written and oral communication skills. Ability to travel to consumers' homes, when necessary. Previous experience working with people with disabilities preferred. Ability to attend and successfully complete initial and ongoing training as required by the Wisconsin Department of Health Services (DHS) and the Aging and Disability Resources (ADRC). Requires excellent interpersonal skills and successful completion of criminal background check.

Possession of a valid driver's license and reliable transportation with adequate auto insurance to meet minimum County requirements, or access to reliable transportation for city and rural travel desirable.