ELDER BENEFIT SPECIALIST

Description

The Dane County Department of Human Services in Madison, Wisconsin has an immediate opportunity for an Elder Benefit Specialist.

Purpose

Under the day-to-day supervision of the Area Agency on Aging of Dane County Aging Program Specialist and the legal-assistance provider’s supervising attorney, in relation to EBS client-related legal/advocacy work and case supervision, offers information, advice and assistance to persons 60 years of age or older related to individual eligibility for, and problems with, public benefits and services and regarding health care financing, insurance, housing, and other financial and consumer concerns. Coordinates with other county, community and governmental agencies.

Function

Advises and counsels persons and their families regarding eligibility rules and application procedures for public benefits such as Medicare, Social Security, Medicaid, Prescription Drug Coverage, and Food Share; provides information and suggestions by personal meetings and through phone communications; assesses needs of individuals and records actions taken and contact made to ensure progress is made with each consumer. Represents persons as an advocate in adverse decisions made by administrative agencies in regard to public benefits; represents persons in any appeals process in the event of a negative action; counsels with
supervisory attorneys about issues and concerns; screens calls for legal counseling and lawyer referral service; provides accurate and timely information in accordance with accepted practices and procedures. Assists persons with medical debt remediation. Develops and updates distributed materials which serve as tools of information and program promotion; reads related materials in an effort to maintain current knowledge of developing and newly established changes in benefit programs, legislation, policies and procedures. Provides information about other community agencies to consumers and makes appropriate referrals; networks with other related agencies and resources for the purpose of establishing effective working relationships and obtaining current information on programs. Arranges and provides benefit related workshops on topics for the purpose of providing consumers with current and accurate information and resources. Provides benefit related training to professionals and in some cases, volunteers. Participates in the work setting as a team player. Participates in the planning and goal setting efforts of the Area Agency on Aging. Knowledge of detailed, complex and ever-changing public and private benefit systems; knowledge of planning, organizational and problem solving strategies; knowledge of public service agencies, laws and regulations governing or affecting community services for older adults; ability to apply research techniques to collect and analyze information; working knowledge of such legal areas as landlord/tenant law, consumer matters, small claims, elder abuse, and surrogate decision making; knowledge of and demonstrated compliance with professional ethics and boundaries standards and codes of conduct; knowledge of HIPPA, privacy and confidentiality standards of practice; excellent oral and written communication skills, advocacy skills and organizational skills; strong attention to detail; ability to relate to older adults and assess their needs; ability to deal tactfully with difficult situations; ability to communicate effectively with a variety of types of persons, both individually and in groups; ability to understand and follow administrative structure and appeals processes of the Social Security system, Medicaid, Medicare, and other public programs; ability to clearly articulate complex benefits, rules and regulations in terms that are easily understood; ability to proficiently use a computer and related office equipment; ability to maintain accurate records and program reporting requirements; ability to establish priorities for service intervention; ability to work both independently and as a member of a team.

**Prerequisites**

A Bachelor’s Degree from an accredited college or university, preferably in a human service related field, and at least two years experience in a professional position working with older adults. Experience with benefit programs such as Social Security, Medicare, Medicaid, SSI, and other public benefit programs required. Special Requirements: Valid Wisconsin Driver’s License (or eligibility for) and access to reliable motor vehicle transportation.

**Compensation**

Starting hourly wage is $22.11 with further increases to $28.46 plus excellent benefits including fully paid health and dental insurance for full time employees, along with contributions towards retirement, and short/long term disability. Additional benefits available include long term care,
vision coverage, flex spending account and deferred compensation programs paid in full by the employee.

Dane County is an Affirmative Action Employer operating under a Civil Service Merit System. We are seeking a diverse and talented workforce.

If you are a person with a disability and need an accommodation at any time during the recruitment or employment process, please contact Dane County Employee Relations. All persons are responsible for informing Dane County of their needs.

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