

# Burnett County Position Description

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Position: Information and Assistance Specialist FSLA: Non-Exempt  
Department: ADRC Status: Regular Full-Time  
Accountable to: ADRC - Supervisor

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## Summary:

Under general direction of the Aging Disabilities Resource Center (ADRC) Supervisor, the purpose of the Information and Assistance Specialist position is to provide the general public, but particularly adults who are elderly or have a disability, with information and assistance to a wide range of community resources; help inform and educate people about their options; assist in connecting them to programs and services, including public and privately funded options. The Information and Assistance Specialist assesses the needs of clients and families, connects them to resources to meet those needs, and follows up to determine if needs were met. Supervision is received from the ADRC Supervisor, but many aspects of the duties require independent judgment and discretion.

## Essential Functions of the Position:

The following duties are illustrative and the person holding this position may be required to perform other duties of a similar nature or otherwise related to the position.

1. Fulfills a customer service role, ensuring that the consumer experiences a welcoming, relaxed atmosphere and that consumer satisfaction is achieved.
2. Utilizes interviewing techniques to gather sufficient information to accurately identify and clarify inquirer's problems and needs, explores needs beyond the presenting problem, looking at short and long term solutions, checking in with the inquirer and summarizing what they are requesting.
3. Searches through the Information and Assistance resource database, as well as other written and computer-based information resources to identify, evaluate and suggest potential programs and services.
4. Is creative in finding options. Provides inquirer several options but helps to prioritize instead of overwhelm, gives specifics on eligibility and process to apply for services and resources.
5. If appropriate, assists individual in connecting with a resource if they are unable; provides advocacy as needed, researches additional or alternative resources.
6. Provide information about programs, services (public and private) and public benefits, make referrals and, when needed, helps consumer get connected to appropriate services.
7. Constructs and communicates an effective consumer driven action plan.
8. Provide follow up as needed to determine outcomes and provide additional assistance in locating resources and arranging services.
9. Provides information about publicly funded long-term care and assists consumers throughout the eligibility determination and enrollment process.
10. Participates in various transition activities designed to help youth who have a disability transition from school to the adult service system.
11. Participates in program development, marketing and outreach activities and programs representing the ADRC.
12. Administers the Long Term Care Functional Screen to determine functional eligibility. Needs to maintain Long Term Care Functional Screen certification.

13. Participates in Quality Assurance/Quality Improvement projects and activities.
14. Arranges work schedule as necessary or directed to meet the program and consumer service needs, including performing home visits at a time and place to best meet consumer's needs.
15. Represents ADRC of Northwest Wisconsin to the community at large through professional interaction, public speaking, media presentations, and participation in community advisory groups.

### **Qualification Requirements:**

Graduation from an accredited college or university with minimum of a Bachelor's Degree in Social Work, Sociology, Psychology, Gerontology, or related field and currently certified as a Social Worker in the State of Wisconsin, or ability to be certified within two years of hiring. Preference given to three years of progressive experience in direct preparatory work demonstrating a comprehensive knowledge of services to elderly or individuals with developmental or physical disabilities or mental illness.

Thorough knowledge of the mission, operations, and policies of the Aging and Disability Resource center; general knowledge of working with elderly and disabled populations, long term care options and the role of an ADRC. Expertise in phone etiquette, excellent communication skills, including listening and interviewing skills, ability to recognize and handle special hearing or language needs; and the ability to recognize and appropriately handle emergencies.

Possession of a current valid Driver's License or has access to a regular source of transportation.

### **Knowledge, Skills and Abilities:**

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required at the time of hire or for the continuation of employment.

Attention to Detail - Ensures information is complete and accurate; follows up with others to ensure that agreements and commitments have been fulfilled.

Written and Verbal Communication - Communicates effectively both verbally and in writing, delivers clear, effective communication and takes responsibility for understanding others.

Flexibility - Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

Judgment and Decision Making - Accurately assesses situations, seeks new information if necessary, and applies all available information to reach sound conclusions/formulate effective response. Requires little guidance for responding to a wide range of complex situations with far-reaching and/or enduring consequences.

Data Gathering and Analysis- Seeks or collects and synthesizes information from a variety of stakeholders and sources in an objective, unbiased manner to reach a conclusion, goal, or judgment.

Self-Management - Organizes and plans for task accomplishment in a way that maximizes efficient performance; establishes and adjusts priorities to ensure timely completion of assigned work/ fulfill responsibilities.

Accountability - Assumes responsibility for successfully accomplishing work objectives and delivering results; setting high standard of performance for self and others.

Customer Service and Community Relations - Anticipates and strives to meet the needs of both internal and external stakeholders (employees, contracted staff, residents, families, and other internal and external clientele). Delivers high-quality services; is committed to continuous improvement. Communicates/Interacts with members of the public and other key stakeholders in a way that elicits positive response and participation, which on occasion, may include interaction either one-on-one or with several stakeholders at one time to present information and/or represent the facility's interests.

**Physical and Mental Demands:**

The physical and work environments described are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

Must be capable of operating a personal computer using standard word processing, spreadsheet, and e-mail software. General internet knowledge as it relates to the web-based programs.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls. The employee frequently is required to stand, walk, sit, and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and depth perception.

Burnett County is an Equal Opportunity Employer

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The abilities, duties, and responsibilities listed above are intended only as illustrations of the various types of work that may be performed. The omission of any specific statement of abilities, duties, or responsibilities does not exclude them from the position if the work is similar, related, or a logical assignment of the position. The position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and the requirements of the position change.

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Position Description Update: May 2018