

**POSITION DESCRIPTION  
VILAS COUNTY**

**SECTION I: GENERAL INFORMATION**

	<b>DRAFT</b> <input type="checkbox"/> <span style="margin-left: 100px;"><b>FINAL</b> <input checked="" type="checkbox"/></span>
<b>Position Title:</b> ADRC Specialist	<b>Department:</b> Aging & Disability Resource Center
<b>Immediate Supervisor's Position Title:</b> ADRC Director	<b>FLSA Status/Pay Classification Code:</b> Non-Exempt
<b>Original Description Date:</b> November 2011	<b>Revised Date:</b> January, 2019
<b>Oversight Committee:</b> ADRC Governing Board	<b>Approved Date:</b>
<b>Approved by:</b> Personnel Committee	<b>Approved Date:</b>

**Job Summary:**

Provide the general public, but particularly adults who are elderly or have a disability, with information and assistance for 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.

**SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Fulfills a customer service role, with a goal of exceeding customer expectations, by ensuring that the consumer experiences a welcoming atmosphere. Uses strong interpersonal skills (professional greeting, warm tone, courteous and appropriate language, motivational interviewing techniques and active listening skills to build rapport with an unhurried attitude (over the phone, in person and via email).
2. Performs home visits at a time and place that best meets the consumer's schedule.
3. Gathers sufficient information to accurately identify and clarify inquirer's problems and needs, explores needs beyond the presenting problem, looking at short-term and long-term solutions, checking in with the inquirer and summarizing what they are requesting. Provides Options Counseling to customers.
4. Searches the Information and Assistance resource database, and other information resources to identify, evaluate and suggest potential programs and services.
5. Provides information about programs, services (public and private) and public benefits, makes referrals and, when needed, helps consumer get connected to appropriate services.
6. Assists individual in completing community resources applications, if needed. Maintain contact throughout the eligibility and enrollment process, and follow-up as needed.
7. Provides short-term service coordination according to ADRC policy.
8. Provides advocacy as needed.
9. Collects preliminary financial data (including medical and remedial expenses) and refers to Economic Support Unit for financial eligibility determination for publicly funded programs.
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 including representing the ADRC at public information fairs.
12. Participates in "on-call" for emergencies as advised by the Emergency Management Department. Assists with emergency planning activities such as registration, relocation and shelter for persons subject to disasters.
13. All other duties as assigned.

**Documentation and Quality Assurance:**

14. Maintains accurate and complete documentation in a timely fashion with objective notes in the I&A database.
15. Participates in prevention activities, support groups, classes and other initiatives, as required/and or recommended.



**SECTION VI: JOB DESCRIPTION APPROVAL:**

This position description reflects an accurate and complete description of the duties and responsibilities assigned to the position:

<b>Employee Signature:</b>	<b>Date:</b>
<b>Supervisor Signature:</b>	<b>Date:</b>
<b>Human Resources Signature:</b>	<b>Date:</b>

**VILAS COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER**

This position description is intended to describe the general nature and level of work being performed by the person assigned to this job. It is not intended to be an exhaustive list of all responsibilities, duties and a skill required of the person so classified and may be subject to change by the County without notice.