

POSITION ANNOUNCEMENT

OMBUDSMAN FAMILY CARE and IRIS (LONG-TERM CARE) OMBUDSMAN PROGRAM FOR ADULTS WITH DISABILITIES AGES 18-59 Office Location: Milwaukee, Wisconsin

Disability Rights Wisconsin is the designated, federally-funded protection and advocacy agency for persons with disabilities in Wisconsin. An award-winning agency with over 30 years of experience, DRW utilizes a variety of individual and systems advocacy approaches to protect people's rights, including legal and administrative remedies, legislative and policy change, and training.

The Family Care and IRIS Ombudsman Program for Adults with Disabilities, age 18-59, is a state-funded independent advocate for individual enrollees and potential enrollees of Wisconsin's Medicaid managed care long-term care programs ("Family Care" and "Family Care Partnership") and its self-directed care program, ("Include, Respect, I Self-Direct," – "IRIS").

Working under the supervision of the Family Care and IRIS Ombudsman Program Manager, the Ombudsman will provide a variety of assistance to Family Care, Partnership and IRIS enrollees in six counties of southeastern Wisconsin. :

Responsibilities:

1. Collect client information in preparation for group case acceptance meetings; investigate complaints of problems experienced by Family Care, Partnership and IRIS enrollees; inform person requesting assistance of how DRW will respond to the request.
2. Provide information, guidance, self advocacy support, consultation and referrals to Family Care, Partnership and IRIS enrollees who call for assistance (including explaining to enrollees their rights and responsibilities); work collaboratively with MCOs, ADRCs, IRIS agencies, provider agencies, and state officials to resolve problems experienced by Family Care, Partnership and IRIS enrollees
3. Provide direct representation to Family Care, Partnership and IRIS enrollees, including assistance with complaints and grievances; use conflict resolution and mediation methods whenever appropriate.
4. Prepare documentation for appeals and fair hearings; accompany and/or represent Family Care, Partnership and IRIS enrollees in forums where appeals and fair hearings are heard.
5. Team up with other DRW staff on issues that affect a number of enrollees in the same MCO.

6. Complete required (computerized and hard copy) intake and case recording forms, and maintain accurate records of client interactions and case progress.
7. Provide outreach and training to a variety of groups on various Family Care, Partnership and IRIS topics.
8. Regional and statewide travel required.

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MINIMUM QUALIFICATIONS

1. Bachelor's degree in an area related to the provision of advocacy services to people with disabilities. Equivalent experience of at least four years in paid or unpaid work in providing advocacy to vulnerable people may be considered in lieu of a formal advanced degree.
2. Direct paid or unpaid experience with people with disabilities.
3. Individual case-handling, including Investigation, negotiation, and mediation skills and case file maintenance.
4. Paid or unpaid experience providing advocacy on your own behalf or someone else's behalf.
5. Excellent listening, verbal and written communication skills.
6. Demonstrated commitment to social justice issues.
7. Basic computer skills including email, word processing, and use of the internet.
8. Ability to travel statewide.

PREFERRED QUALIFICATIONS

1. Knowledge of Family Care, Partnership, IRIS and Medicaid or other similar state programs providing long-term health care.
2. Direct contact with persons from culturally diverse backgrounds.
3. Experience providing outreach, training and/or technical assistance.
4. Demonstrated ability to work both independently and as part of a team and manage a high volume of tasks.

Salary: \$27,000 - \$45,000 depending on experience. Excellent fringe benefits.

To apply, submit a: (1) resume; and (2) cover letter, not to exceed two pages, outlining your education and experience in the following four areas:

- (a) advocacy for people with disabilities or other vulnerable populations;
- (b) direct paid or unpaid experience with people with disabilities;
- (c) individual case-handling including investigation, negotiation, and mediation skills and case file maintenance; and
- (d) knowledge of long-term care supports and services for people with disabilities.

Applications that do not address these specific areas cannot be further considered.

DEADLINE: Friday October 16, 2009, 12:00 NOON to: Disability Rights Wisconsin, 131 West Wilson St., Suite 700, Madison, WI 53703 or e-mail: info@drwi.org. No exceptions.

DRW is an equal opportunity/affirmative action employer committed to having a diverse work force. Members of minority groups and person with disabilities are strongly urged to apply.

September 2009