



## POSITION ANNOUNCEMENT

### **OMBUDSMAN, FAMILY CARE and IRIS (LONG-TERM CARE) OMBUDSMAN PROGRAM FOR ADULTS WITH DISABILITIES AGES 18-59 Office Location: Madison, 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 multiple Wisconsin counties.

#### **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.

**Office Location:** Madison, Wisconsin

### **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**, e-mail, FAX or mail a:

(1) **Résumé**

(2) **Education and Experience Response**, not to exceed two pages. Organize your Response to describe your education and experience as it relates to each of these 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 four specific areas cannot be further considered.*

(3) **Affirmative Action Form** (optional) – available on subsequent pages or by contacting Disability Rights Wisconsin at [info@drwi.org](mailto:info@drwi.org) or phone 608-267-0214

**DEADLINE: June 28, 2010, 12:00 NOON.** No exceptions.

Provide materials to: Disability Rights Wisconsin, 131 West Wilson St., Suite 700, Madison, WI 53703. E-mail: [info@drwi.org](mailto:info@drwi.org). FAX 608-267-0368.

*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.*

Alternate formats of this Position Announcement are available upon request.

Materials may be submitted in alternate formats if necessary.

June 2010

# disabilityrights | WISCONSIN

Disability Rights Wisconsin (DRW) is an equal opportunity/affirmative action employer and has adopted an Affirmative Action policy to ensure equal employment opportunities. DRW is committed to seeking qualified candidates of various races, cultural and ethnic heritages, genders, abilities, sexual orientations, ages, and religious traditions for staff and volunteer positions within our agency.

In an attempt to evaluate the effectiveness of our recruitment efforts, we ask that you provide the following information. This data will be kept confidential and will be used solely in connection with our Affirmative Action efforts. **Completion of this information is optional. However, we would appreciate your answers to the following:**

**Position for which you are applying:** \_\_\_\_\_

**Last Name:** \_\_\_\_\_ **First Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Birth date:** \_\_\_\_\_ **Sex: Female:** \_\_\_\_\_ **Male:** \_\_\_\_\_

**Please check all of the following which apply to you:**

\_\_\_\_\_ **American Indian or Alaskan Native** - All persons having origins in any of the original peoples of North America and who maintain cultural identification through tribal association or community recognition.

\_\_\_\_\_ **Asian** -All persons having origins in any of the original peoples of the Far East, Southeast Asia, or the India subcontinent. This area includes, for example, China, Japan, and Korea. Also persons from the Indian subcontinent, including persons with national origins from Bangladesh, Bhutan, India, Nepal, Pakistan, Sukkim, and Sri Lanka.

\_\_\_\_\_ **Native Hawaiian or other Pacific Islander** - All persons having origins in any of the original peoples of the Pacific Islands. This includes persons from the Philippine Islands and Samoa.

\_\_\_\_\_ **African American/Black** - (Not of Hispanic Origin) All persons having origins in any of the black racial groups.

\_\_\_\_\_ **Hispanic** - All persons of Mexican, Puerto Rican, Cuban, Central or South America, or other Spanish culture or origin, regardless of race.

\_\_\_\_\_ **White** - (Not of Hispanic Origin) - All persons having origins in any of the original peoples of Europe, North Africa or the Middle East.

\_\_\_\_\_ **Two or more races** – All persons having origins in more than one racial or cultural group. Please specify racial groups:

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\_\_\_\_\_ **Person with a disability** - An individual who has a physical or mental impairment that substantially limits a major life activity such as hearing, seeing, speaking, breathing, performing manual tasks, walking, caring for oneself; has a record of such an impairment; or is regarded as having such an impairment.

**Do you speak and/or read/write a language(s) other than English: No \_\_\_ Yes \_\_\_**

Language: Speak: \_\_\_\_\_ Fair\_\_\_ Average\_\_\_ Proficient\_\_\_  
Read/Write: Fair\_\_\_ Average\_\_\_ Proficient\_\_\_

Language: Speak: \_\_\_\_\_ Fair\_\_\_ Average\_\_\_ Proficient\_\_\_  
Read/Write: Fair\_\_\_ Average\_\_\_ Proficient\_\_\_

**Do you know sign language? No \_\_\_ Yes \_\_\_**

Level of proficiency: Fair \_\_\_ Average \_\_\_ Proficient \_\_\_

How did you learn about this position?

\_\_\_\_\_ Newspaper (State name: \_\_\_\_\_)

\_\_\_\_\_ Journal/Magazine (State name: \_\_\_\_\_)

\_\_\_\_\_ Posted/Circulated job announcement

\_\_\_\_\_ University/College Placement Office (State name: \_\_\_\_\_)

\_\_\_\_\_ Community-based organization (e.g. Urban League, United Migrant Opportunity Services, etc. (please specify: \_\_\_\_\_))

\_\_\_\_\_ Church

\_\_\_\_\_ Other (please specify \_\_\_\_\_)

**PLEASE SEND THIS FORM TO: Disability Rights Wisconsin, 131 West Wilson Street, Suite 700, Madison, WI 53703, [info@drwi.org](mailto:info@drwi.org), or FAX at 608-267-0368. THANK YOU.**