

POSITION ANNOUNCEMENT

ADVOCACY SPECIALIST SSI MANAGED CARE EXTERNAL ADVOCACY and DISABILITY ELIGIBILITY ADVOCACY PROJECT

Full Time Position
Location: Green Bay

Disability Rights Wisconsin (DRW) 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 wide variety of advocacy approaches to protect people's rights, including legal and administrative remedies, legislative and policy change, and training.

The SSI Managed Care External Advocacy Project, in its fifth year under contract with the Wisconsin Department of Health Services, provides advocacy to SSI-related Medicaid recipients enrolled in managed care plans, in accessing quality medical services and by assisting with Medicaid eligibility issues.

A new component to the Project, Disability Eligibility Advocacy assists selected individuals through the Social Security Disability/SSI claims process; completing applications, collecting and submitting medical evidence and monitoring the case until a decision is made.

The Advocacy Specialist for the SSI Managed Care External Advocacy and Disability Eligibility Advocacy Project will work independently from a Green Bay satellite office and will be supervised by the Project Coordinator.

RESPONSIBILITIES:

1. Collect client information in preparation for group case acceptance meetings or meetings with supervisor, investigate complaints of problems experienced by managed care enrollees, inform person requesting assistance of decision to accept or deny case, and how DRW will respond to the request.
2. Provide information, referrals, guidance and consultation, over the telephone or in person, to managed care enrollees or others who call for help on advocacy issues pertaining to SSI Managed Care (including explaining to enrollees their rights and responsibilities).
3. Work collaboratively with MCOs, providers, state and county officials to resolve problems experienced by managed care enrollees. Use conflict resolution and mediation methods whenever appropriate or direct representation at grievance or fair hearings if necessary.
4. Provide timely written responses to inquiries as needed, prepare written analyses of advocacy issues, prepare documentation for appeals, fair hearings, and other formal and informal dispute resolution procedures.
5. Interviewing disability claimants, reviewing medical records, completing functional capacity screens to determine merit in disability claims.

6. Complete Social Security disability applications, on-line or on paper, submit all appropriate material to Disability Determination Bureau and monitor claim until a decision is made. Upon approval, follow up with client until all benefits, including Medicaid, are in place.
7. Complete required intake and case recording forms, and maintain accurate records of client interactions and case progress on computerized data base.
8. Perform outreach activities to inform enrollees and professionals about SSI Managed Care advocacy, with an emphasis of reaching culturally diverse groups and organizations.
9. Represent DRW on task forces, coalitions, and committees concerned with the legal and civil rights of people with disabilities, especially those dealing with SSI Managed Care or Disability Eligibility
10. As assigned, participate on internal DRW work groups or teams to develop appropriate advocacy strategies and programming for working on behalf of people with disabilities.

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. Paid or unpaid experience providing advocacy on your own behalf or someone else's behalf.
4. Interview, investigation, negotiation, and mediation skills.
5. Organizational skills, including managing a high volume of tasks, attention to detail, meeting deadlines and responding well to supervision.
6. Demonstrated ability to work independently and as a part of a team.
7. Excellent listening, verbal and written communication skills.
8. A collaborative style conducive to developing effective working relationships with staff of MCOs, SSA, County Economic Support, and other agencies.
9. Demonstrated commitment to social justice issues.
10. Strong computer skills including email, word processing, and use of the internet.

PREFERRED QUALIFICATIONS:

1. Knowledge of Medicaid eligibility.
2. Knowledge of Social Security Disability eligibility criteria and claim's process.

3. Knowledge of SSI Managed Care.
4. Outreach and public speaking experience.
5. Direct contact or experience with persons from culturally diverse backgrounds.
6. Experience dealing with persons in stressful situations.
7. Ability to travel statewide.

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 Medicaid and Social Security Disability.

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 or phone 608-267-0214

DEADLINE: August 13, 2010, 12:00 NOON. No exceptions.

Provide materials to: Disability Rights Wisconsin, 6737 W. Washington St., Suite 3230, Milwaukee, WI 53214. E-mail: info@drwi.org. FAX 414-773-4647.

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.



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:

_____ **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, or FAX at 608-267-0368. THANK YOU.