

**Position Announcement:
ADVOCACY SPECIALIST
SSI MANAGED CARE EXTERNAL ADVOCACY PROJECT**

**100% FTE Position
Location: Milwaukee**

PLEASE NOTE THE APPLICATION INSTRUCTIONS LISTED AT THE END OF THIS POSTING. APPLICATIONS WITHOUT COVER LETTERS WILL NOT BE CONSIDERED.

The SSI Managed Care External Advocacy Project, in its eleventh 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.

Working under the Project Coordinator, the Advocacy Specialist for the SSI Managed Care Project will provide Medicaid Managed Care enrollees with information about and the rights and responsibilities of enrollment in Medicaid HMOs. The advocate will investigate complaints, including the denial, reduction or termination of services by the HMO, and provide representation. The Project is a part of Disability Rights Wisconsin's Benefits Team.

RESPONSIBILITIES:

1. Collect client information, investigate complaints of problems experienced by managed care enrollees, inform person requesting assistance of DRW 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 HMOs, providers, state and county officials to resolve problems encountered 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. Complete required intake and case recording forms, and maintain accurate records of client interactions and case progress on computerized data base.
6. Perform outreach activities to inform enrollees and professionals about SSI Managed Care advocacy, with an emphasis of reaching culturally diverse groups and organizations.
7. 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.
8. 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 HMOs, 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 SSI Managed Care.
3. Outreach and public speaking experience.
4. Direct contact or experience with persons from culturally diverse backgrounds.
5. Experience dealing with persons in stressful situations.
6. Ability to travel statewide.

SALARY: \$28,000 - \$50,000, depending on experience.
Excellent Fringe Benefits.

To apply, e-mail, 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 Medicaid Managed Care.

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 HR@drwi.org or phone 608-267-0214

DEADLINE 5:00pm Sunday August 27th 2017 No exceptions.

Provide materials to: Disability Rights Wisconsin, 131 W. Wilson St., Suite 700, Madison, WI 53703. E-mail: HR@drwi.org.

Alternate formats of this Position Announcement are available upon request. Application materials may be submitted in alternate formats.

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.

VOLUNTARY AFFIRMATIVE ACTION FORM

Disability Rights Wisconsin (DRW) has adopted an Affirmative Action policy to ensure equal employment opportunities (copy attached). DRW is committed to having a diverse staff including persons of various races, cultural and ethnic heritages, genders, abilities, sexual orientations, ages, and religious traditions for staff and volunteer positions within our agency.

We are required to report data to the state of Wisconsin regarding the number of DRW employees who have disabilities and/or are of racial/ethnic minority background. This data will be kept confidential and will be used solely in connection with our Affirmative Action efforts. **Completion of this information is optional and will in no way affect your employment at DRW.**

Section 1: General Information – Please Complete

Applicant Name:		Date:
Address:		Date of Birth:
Position: SSI MC Advocacy Specialist.		

Section 2: Applicant Affirmative Action Data – Please Complete

A. **Gender** - Check ONE Box

<input type="checkbox"/> Male	<input type="checkbox"/> Female

B. **Race or Ethnic Identity:** *Please check all of the following which apply to you*

	Ethnicity	Definition of Category
	Hispanic or Latino	A person of Cuban, Mexican, Chicano, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.

	Race	Definition of Category
	White	A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.
	African American/ Black	A person having origins in any of the black racial groups of Africa.
	Native Hawaiian or Pacific Islander	A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
	Asian	A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
	American Indian or Native Alaskan	A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.
	Two or more races	A person who primarily identifies with two or more of the above race/ethnicity categories.
	I do not wish to identify	

C. Veterans and Disability Status

	Status	Definition of Category
	Protected Veteran	A person who served on active duty in the U.S. military, ground, naval or air service during a war or in a campaign or expedition for which a campaign badge has been authorized, under the laws administered by the Department of Defense.
	Person with Disability*	A person has a disability if he or she has a physical or mental impairment which substantially limits major life activities 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.

Where did you see the posting:

_____ **Family member of a person with a disability** (see above for the definition of a person with a disability).

Applicant Signature

Date