



## **POSITION ANNOUNCEMENT**

### **Ombudsman for the Family Care and IRIS Ombudsman Program for Adults with Disabilities, Aged 18-59**

**Full Time Equivalent: 1.0 (40 hours per week)**

**Office Location: Rice Lake, Wisconsin**

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

Working under the supervision of the Family Care and IRIS Ombudsman Program Manager and supported by Program Attorneys, the Ombudsman provides a variety of assistance to Family Care, Partnership and IRIS enrollees in a range of counties. The Ombudsman collects case information, investigates complaints, and provides information, guidance, self-advocacy support, consultation, and referrals. The Ombudsman works collaboratively with managed care organizations (MCOs), IRIS agencies, Aging and Disability Resource Centers (ADRCs), providers, and other related agencies to resolve enrollee problems, and to provide assistance and/or direct representation with complaints, grievances, appeals and fair hearings. Ombudsmen also provide outreach and training on FCIOP and rights of adults in long term care programs.

### **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 the 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 managed care organizations (MCOs), Aging and Disability Resource Centers (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. Complete required (computerized and hard copy) intake and case recording forms, and maintain accurate records of client interactions and case progress.
6. Provide outreach and training to a variety of groups on various Family Care, Partnership and IRIS topics.
7. Regional and periodic statewide travel required.

## 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 applicant's own behalf or someone else's behalf.
5. Excellent listening and verbal skills; professional 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 regionally and 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 ability to manage a high volume of tasks.

## FULL TIME EQUIVALENT: 1.0 (40 hours per week)

**STARTING SALARY:** \$38,750-\$43,000, depending on experience. Excellent fringe benefits.

**APPLICATION:** Submit the following in either Microsoft Word or PDF format, detailing your qualifications and experience as they relate to the minimum and preferred qualifications.

- **1-2 page resume**
- **separate 1-2 page cover letter**
- **affirmative action form** (*optional and attached below—can be mailed separately*)

Text included in the body of an email does not qualify as a cover letter. Submit by **noon, Wednesday, January 3, 2018**. Applications received after deadline or applications that do not follow the requirements will not be considered.

*Be sure to indicate "FCIOP Ombudsman – Rice Lake" in cover letter or email subject line.*

### **By mail or in person:**

c/o ombudsman position  
Disability Rights Wisconsin  
131 West Wilson St., Suite 700  
Madison, WI 53703

**Email:** [hr@drwi.org](mailto:hr@drwi.org)

**Fax:** 608-267-0368

**DEADLINE:** Wednesday, January 3, 2018, noon. No exceptions.

**DIVERSITY:** DRW is an equal opportunity/affirmative action employer committed to a diverse work force. Members of minority groups and persons with disabilities are strongly encouraged to apply. *Alternate formats of this Position Announcement are available upon request. Materials may be submitted in alternate formats if necessary.*

## VOLUNTARY AFFIRMATIVE ACTION FORM

Disability Rights Wisconsin (DRW) 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 separated, and kept separate, from your submitted resume. This information 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.**

### ***Section 1: General Applicant Information – Please Complete***

<b>Applicant Name:</b>		<b>Date:</b>
<b>Address:</b>		<b>Date of Birth:</b>
<b>Position Applied For:</b>		

### ***Section 2: Applicant Affirmative Action Data – Please Complete***

**A. Gender** - Check ONE Box

<input type="checkbox"/> Male	<input type="checkbox"/> Female
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**B. Race or Ethnic Identity:** *Please check all of the following which apply to you*

<b>Ethnicity</b>	<b>Definition of Category</b>
<b>Hispanic or Latino</b>	A person of Cuban, Mexican, Chicano, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
<b>Race</b>	<b>Definition of Category</b>
<b>White</b>	A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.
<b>African American/ Black</b>	A person having origins in any of the black racial groups of Africa.
<b>Native Hawaiian or Pacific Islander</b>	A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
<b>Asian</b>	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.
<b>American Indian or Native Alaskan</b>	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.
<b>Two or more races</b>	A person who primarily identifies with two or more of the above race/ethnicity categories.
<b>I do not wish to identify</b>	

**C. Veterans and Disability Status**

Status	Definition of Category
<b>Protected Veteran</b>	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.
<b>Person with Disability</b>	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.

**D. Other**

Language and Proficiency	Fair	Average	Fluent
Spanish			
Hmong			
Other, please specify:			

Language and Proficiency	Fair	Average	Fluent
Sign Language			

**Section 3 Referral Source**

How did you learn about this position?

- Newspaper (Please Specify Below)
- Journal/Magazine (Please Specify Below)
- Posted/Circulated job announcement
- University/College Placement Office (Please Specify Below)
- Internet Search (Please Specify Below)
- Other (please specify \_\_\_\_\_)

Specify here:
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**PLEASE SUBMIT THIS FORM WITH YOUR APPLICATION  
OR SUBMIT SEPARATELY TO:**

Disability Rights Wisconsin  
131 W. Wilson Street, Suite 700  
Madison, WI 53703

Email to: [hr@drwi.org](mailto:hr@drwi.org)

Fax to: 608-267-0368

**THANK YOU!**