

**POSITION ANNOUNCEMENT**  
**Advocacy Specialist for**  
**SSI Managed Care (60%) / Medicare Part D Helpline (40%)**

**Job Type:** Full Time

**Full Time Equivalent:** 1.0 FTE

**Reports to:** SSI MC EAP and Medicare Part D Program Coordinators

**Rate:** \$45,000 to \$55,000 (annually)

**Location:** Anywhere in Wisconsin. If the employee lives within 45 miles of a DRW office, they will have the option to work fully in-office or under a hybrid work arrangement. Residency outside the 45-mile range qualifies to work fully remote. Must be a Wisconsin resident.

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**Application Instructions:** Submit resume and cover letter (preferred but not required), detailing your qualifications and experience as they relate to the minimum and preferred qualifications.

For priority consideration apply online at <http://www.disabilityrightswi.org/about/careers>

**Application Deadline:** November 23, 2022. Position will remain open until filled.

*Alternate formats of this Position Announcement are available upon request. Materials may be submitted in alternate formats if necessary.*

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## **What is DRW?**

Disability Rights Wisconsin is the state's Protection and Advocacy system, charged with protecting the rights of individuals with disabilities and keeping them free from abuse and neglect. Employing a variety of means, our advocates and attorneys use individual casework and systems advocacy to achieve positive changes in the lives of people with disabilities and their families. We are seeking employees who value this work. In turn we treat our employees well, offering a supportive environment, talented colleagues, excellent benefits, and generous leave.

DRW arose out of a disability civil rights movement demanding that the abuse of people with disabilities end and that people with disabilities be included in life, school, workplaces, and communities. Our core values include Diversity, Dignity, Independence, Accessibility, Inclusion, Human Rights, and Liberation.

One of our core values is diversity. A diversity-based approach to disability rights recognizes the intersectional nature of oppression experienced by people with disabilities from underprivileged and underserved communities. We strive to create a welcoming and inclusive environment at DRW. We work to specifically address disability-related injustices at the intersections of disability and race, disability and gender, disability, and gender-based violence, and more.

## Job Summary

The SSI Managed Care External Advocacy Project provides statewide advocacy to SSI-related Medicaid recipients enrolled in managed care plans to ensure access to quality medical services, as well as assistance with Medicaid eligibility issues. The Medicare Part D Helpline Project provides information and counseling about Medicare Part D to people with disabilities statewide via the Disability Drug Benefit Helpline and engages in a variety of outreach activities and trainings about Medicare Part D to consumers and professionals.

## Key Responsibilities

### 1. SSI Managed Care Advocacy (50%)

- Determine if requested services fall within the scope of the project.
- Provide information, referrals, guidance, consultation, and advocacy over the phone or in person to SSI Managed Care members and others.
- Work collaboratively with HMOs, providers, and state departments to address systems issues and resolve client concerns.
- Represent clients in HMO and state fair hearing appeal proceedings or provide guidance with self-advocacy.
- Maintain a working knowledge of SSI Managed Care.

### 2. Medicare Part D Disability Drug Benefit Helpline Advocacy (30%)

- Provide Medicare Part D information and counseling to people with disabilities or their representatives on all issues related to the Medicare Part D benefit, including, but not limited to, eligibility, enrollment, plan comparison, and plan choice.
- Work cooperatively with other agencies. Participate in task force meetings, committee meetings, web forums, and trainings related to Medicare Part D.
- Maintain a working knowledge of Medicare Part D.

### 3. Outreach and Training (10%)

- Perform outreach activities and trainings to inform people with disabilities, enrollees, and professionals about SSI Managed Care advocacy, with an emphasis on reaching diverse and underserved populations.
- Assist in developing Medicare Part D outreach materials including brochures, booklets, etc.
- Represent DRW on task forces, coalitions, and committees concerned with the rights of people with disabilities.

### 4. Administrative (10%)

- Complete required forms and maintain accurate client records in electronic data bases.
- Other duties as necessary to achieve the objectives of the grant.

### 5. DRW Core Values and Mission Responsibilities

- Commit to DRW's mission, core values, and diversity vision statement.

## Qualifications

### Required:

- Personal or professional experience:
  - Navigating complex systems such as healthcare related benefits; and/or
  - Providing advocacy for members of underserved populations, such as people with disabilities, including negotiating and finding resolution to complex problems.
- Effective written and verbal communication skills.
- Ability to work both independently and as part of a team.
- Basic computer skills, including word processing and use of email and the internet.
- Minimum statewide travel required (flexibility allowed regarding personal vehicle and driver's license).
- Experience/direct contact with persons of culturally diverse backgrounds.

### Preferred:

- Demonstrated commitment to social justice and/or disability rights.
- Knowledge of Medicaid, Medicaid managed care, and/or Medicare Part D.
- Skills in interviewing, investigation, conflict resolution, negotiation, and/or mediation.
- Skills in developing and providing consumer education, outreach, and/or training.

## Benefits

Disability Rights Wisconsin offers the following benefits for full time employment: health, vision, dental, and life insurance; short- and long-term disability; 401(k) retirement savings plan, and flex spending. Paid time off includes 8 paid holidays, 4 floating holidays, personal and sick time off, volunteer and voting time off.

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A COVID-19 vaccine mandate is in place for all employees. A copy of the policy can be requested by emailing [hr@drwi.org](mailto:hr@drwi.org).

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EEO/AA | We're an equal opportunity employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.