

POSITION ANNOUNCEMENT Family Care and IRIS Ombudsman

Job Type: Permanent Full Time

Full Time Equivalent: 1.0 (40 Hours / week)

Reports to: Family Care and IRIS Program Manager

Rate: \$50,000 - \$62,309* (\$24.03 - \$29.96 / hour)

*Compensation at DRW is based on a tiered calculation scale that takes prior relevant employment experience; candidate attributes applicable to social justice/disability advocacy work; grant coordination experience if applicable; and supervision experience if applicable.

Location: Madison office (must be a Wisconsin resident)

Application Instructions: Submit resume **and** cover letter (required), detailing your qualifications and experience as they relate to the minimum and preferred qualifications online at www.disabilityrightswi.org/careers.

Application Deadline: 5pm on July 31. 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.

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.

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 Family Care and IRIS Ombudsman Program (FCIOP) provides a variety of assistance to Family Care, Partnership, and IRIS enrollees statewide. The Ombudsman works independently under the supervision of the Program Manager and Supervising Attorney(s). The Ombudsman collects case information, investigates complaints, and provides information, guidance, self-advocacy support, consultation, and referrals. The Ombudsman works collaboratively and via negotiation and mediation to resolve enrollee problems, and to provide assistance and/or direct representation with complaints, grievances, appeals and state fair hearings. Ombudsmen also provide outreach and training on FCIOP and rights and issues of adults in long-term care programs.

Key Responsibilities

1. Investigate client's concerns – 30%

- Discuss concern with client / guardian.
- Analyze records / relevant documents.
- Work collaboratively with external entities.

2. Provide guidance / negotiate – 50%

- Information and referral.
- Support in online / telephone / in-person meetings.
- Support informal resolution.
- Develop person-specific strategies and skills to empower client self-advocacy.

3. Written support / representation – 20%

- Utilize data tools to maintain accurate records of case progress.
- Technical assistance / representation at administrative hearings.
- Documentation for grievances and appeals.

Qualifications

Required:

- Four years in paid or unpaid work in providing advocacy to vulnerable people may be considered in lieu of a formal advanced degree or bachelor's degree in an area related to the provision of advocacy services to people with disabilities.
- Direct paid or unpaid experience with people with disabilities.
- Individual case-handling, including investigation, negotiation, and mediation skills and case file maintenance. Ability to prioritize and multitask to manage time effectively and manage multiple cases simultaneously.
- Paid or unpaid experience providing advocacy on applicant's own behalf or someone else's behalf.
- Excellent listening, verbal, and professional written communication skills. Ability to communicate effectively to clients and internal and external entities.
- Demonstrated commitment to social justice issues.
- Proficiency in computer skills, including email, word processing and use of the internet.
- Ability to work independently, professionally and as part of a team.
- Ability to travel regionally and statewide.
- Experience/direct contact with persons of culturally diverse background.

Preferred:

- Knowledge of Family Care, Partnership, IRIS, and Medicaid or other similar state programs providing long term health care.
- Direct contact with persons from culturally diverse backgrounds.
- Experience providing outreach, training and/or technical assistance.
- General knowledge or ability to learn of resources that may be a concurrent or underlying issue to client's long-term care eligibility. These may include community resources (housing, health care, transportation) medical terminology, powers of attorney and other expertise.

Benefits

Disability Rights Wisconsin places an unparalleled value on the well-being of our staff. The following benefits are offered for permanent employees who work 20+ hours per week:

- Health, Dental, and Vision Coverage;
- Short-Term and Long-Term Disability Insurance;
- Life Insurance;
- 401(k) Retirement Plan with Employer Contribution;
- Flex Spending Account;
- Critical Illness Insurance;
- Identity Theft;
- and Pet Insurance.

Generous paid time off policies include:

- 10 Fixed and 4 Floating Holidays;
- Sick and Personal Leave;
- Vacation Pay;
- Anniversary Pay;
- Comp Time for Salaried Employees;
- Volunteer and Voting Time off;
- and Bereavement Leave.

Additionally, Employee Assistance Program (EAP); Commuter Choice, and Sabbatical Leave.

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.