

Position Job Description

Family Care and IRIS Ombudsman, Northeast Wisconsin

Job Information

Job Type: Permanent Full-Time

Full Time Equivalent: 1.0 FTE (40 Hours per week), Exempt

Reports to: FCIOP / SSIMC-EAP Managing Attorney

Starting Rate: \$51,000 to \$63,555; Advocate Pay Scale

Note: Compensation at Disability Rights Wisconsin is based on a tiered calculation scale that considers:

- prior relevant employment experience;
- candidate attributes applicable to social justice and disability advocacy work;
- supervision experience if applicable.
- second language if applicable

Location: This is a fully remote position located in **Northeast Wisconsin** position. **Applicants must be a Wisconsin resident.**

Job Hours: Work to be completed during core office hours; 8 a.m. to 5 p.m.

Application Instructions

Application Instructions: Required for this position is a:

- **resume or work experience history or both**, that details your qualifications and experience as they relate to the qualifications needed for this position.
- **cover letter or letter of interest** that explains why you are interested in this position.

For priority consideration, apply online at our Careers page:

www.disabilityrightswi.org/careers

Application Deadline: End of day on June 20, 2025. We will review applications after this date. This position will remain open until filled.

Note: You can request alternate formats of this position announcement. You may submit your application materials in alternate formats if needed.

What is Disability Rights Wisconsin?

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.

Disability Rights Wisconsin 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 marginalized and underserved communities. We work to specifically address disability-related injustices at the intersections of disability and race; disability and gender and gender identity; disability and gender-based violence; and more. We strive to create a welcoming and inclusive environment at Disability Rights Wisconsin.

Job Summary

Disability Rights Wisconsin's Ombudsman and External Advocacy Program (OEAP) is a team of two subprograms that provide advocacy and/or ombudsman services to those enrolled in certain Medicaid programs in Wisconsin. This position is within the subprogram called the Family Care and IRIS Ombudsman Program (FCIOP) and provides assistance to Family Care, Partnership, and IRIS enrollees statewide. The Ombudsman works independently under the supervision of the Managing Attorney 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 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, and 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 and representation at administrative hearings.
- Documentation for grievances and appeals.

4. General Responsibilities

- Adhere to all Disability Rights Wisconsin policies and procedures including but not limited to work hours; timesheets; file maintenance; confidentiality and security.
- Participate in Disability Rights Wisconsin activities such as all-staff meetings and committees.
- May be other related duties as assigned.

Qualifications

Required:

- Four years in paid or unpaid work providing advocacy to vulnerable people may be considered in lieu of a bachelor's degree in an area related to providing advocacy services to people with disabilities.
- Ability, skill, or experience with individual cases, which could include handling investigation, negotiation, mediation skills, and case file maintenance.
- Experience working with persons of culturally diverse backgrounds.
- Proven ability to communicate effectively with clients and/or internal and external entities which include excellent listening, verbal, and professional written communication skills.
- Computer skills including email, word processing, and use of the internet, and using Microsoft Edge, Teams, SharePoint, and Outlook.

- Ability to work independently, and as part of a team, and manage your own workload, which includes prioritizing work and multitasking multiple cases simultaneously.

Preferred:

- Experience/direct contact with persons with a disability or social justice movements either in a paid or unpaid capacity.
- General knowledge or ability to learn of resources relevant to individuals in Wisconsin's disability-related services/legal rights, residential, prevention of abuse/neglect systems including Family Care, IRIS, community-based mental health programs, and adult/child protective services.
- Ability to write and/or speak Spanish, Hmong, or ASL as well as English is desired.
- Paid or volunteer experience dealing directly with clients/customers on the phone.
- Personal or professional advocacy experience which may include providing outreach, training, and/or technical assistance.

Work Environment and Physical Demands:

- **Remaining in a stationary position, often standing or sitting for prolonged periods:** 27 to 40 or more hours
- **Moving about to accomplish tasks or moving from one worksite to another:** 13 hours or less
- **Repetitive motions that may include the wrists, hands, and fingers:** 27 to 40 or more hours
- **Operating motor vehicles:** 13 hours or less
- **Sedentary work that primarily involves sitting and standing:** 27 to 40 or more hours

- **Light work that includes moving objects, boxes up to 20 pounds:**
13 hours or less

Travel

This position requires up to 10% travel throughout the State of Wisconsin. Travel is anticipated to average 1 to 2 days per month, which may include an overnight stay. The travel schedule is expected to vary throughout a calendar year. While travel dates are typically scheduled far in advance, the position could require travel on short notice.

Day travel will be monthly, less than 1 to 2 days a month.

Overnight travel will be monthly, less than 1 to 2 days a month.

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 or more hours per week:

- Generous employer contribution for individual and family health insurance plus a Health Reimbursement Account for uncovered health care costs.
- Employer-provided Short-Term and Long-Term Disability Insurance
- 401(k) Retirement Plan with Employer Contribution
- Flex Spending Account
- Access to affordable, quality:
 - Dental, Vision Coverage
 - Additional Life Insurance for employee and spouse and children
 - Critical Illness Insurance
 - Identity Theft
 - Pet Insurance
- **Public Student Loan Forgiveness:**

Employment at our organization may qualify you for federal student loan forgiveness programs. We do not directly pay for – nor forgive – federal student loans. However, our status as a not-for-profit organization under Section 501 (c) (3), makes us an eligible employer. There may be other determining factors for one to qualify.

For more information, read the Federal Student Aid's Public Service Loan Forgiveness (PSLF) page:

studentaid.gov/manage-loans/forgiveness-cancellation/public-service

Generous paid time off policies include the following upon date of hire:

- 10 Fixed and 4 Floating Holidays
- Paid Sick and Personal Leave
- Paid Vacation
- Anniversary Pay after Year One
- Paid Volunteer Time Off
- Paid Bereavement Leave

Additional benefits include the Employee Assistance Program (EAP), Commuter Choice, and Sabbatical Leave.

Equal Employment Opportunity Act (EEO) and Affirmative Action (AA)

We are 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 following Title VII of the Civil Rights Act of 1964 and the American with Disabilities Act (ADA) and the Uniformed Services Employment and Reemployment Rights Act (USERRA). Our organization is committed to building a culturally diverse and inclusive environment.