



**Disability  
Rights**  
WISCONSIN

## **Position Announcement**

### Supervising Advocacy Specialist, Investigations and Monitoring

#### *Position Information*

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**Full Time Equivalent:** 40 Hours / week

**Reports to:** Managing Attorney

**Rate:** \$64,520 - \$80,404 annually

**Location:** Disability Rights Wisconsin (DRW) has offices in Milwaukee and Madison. This position can be assigned to any of these office locations, depending on the applicant's residence. This position is not eligible for fully remote work. DRW has a hybrid work policy.

#### *How to Apply*

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**Application Instructions:** Submit a resume **and** cover detailing your qualifications and experience as they relate to the minimum and preferred qualifications.

For priority consideration, apply online at our Careers page:

[www.disabilityrightswi.org/careers](http://www.disabilityrightswi.org/careers)

- 1-800-928-877 Toll Free | 1-833-635-1968 Fax
- info@drwi.org
- disabilityrightswi.org

*Serving the state of Wisconsin with offices in Madison and Milwaukee*

**Application Deadline: *Applicants who apply by May 20th will be given preferred consideration.*** 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.

## *About Disability Rights Wisconsin*

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**Disability Rights Wisconsin** is Wisconsin's Protection and Advocacy system. The agency is 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.

### **Our programs include:**

- **Protection & Advocacy for people with disabilities:** addressing abuse/neglect, discrimination, access to services, education rights, institutional monitoring, and systemic reform.
- **Disability Benefits Specialist:** helping people access Social Security, Medicaid, Medicare, and private insurance.

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- **Family Care & IRIS Ombudsman:** supporting people to remain in community-based settings.
- **Victim Advocacy:** advocacy and representation for crime victims with disabilities.

### *About This Position*

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The Supervising Advocacy Specialist - Investigations and Monitoring position oversees investigations and monitoring activities under DRW's protection and advocacy authority, including supervising a team of advocates responsible for collecting case information, conducting investigations, and providing information, guidance, self-advocacy support, consultation, and referrals. This role ensures the timely and accurate collection of relevant data, the monitoring of facilities and trends, and the coordination of reports. In addition, this role oversees the development of case strategy and workload management.

### *Key Responsibilities*

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#### **1. Facilitate and oversee investigations and monitoring related to abuse and neglect of people with disabilities – 35%**

- a) Conduct and oversee investigations of abuse and neglect.
- b) Utilize interviewing skills to gather relevant information and determine if complaints are substantiated.
- c) Analyze records, reports, and relevant documents.
- d) Review and track complaints and facility deaths and maintain information stored in DRW databases.
- e) Draft letters, requests, and follow-up correspondence for investigations and monitoring. Properly store any materials & documents collected during the investigation or monitoring.

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- f) Strategically plan and coordinate monitoring trips and continue to communicate with providers and stakeholders.
- g) Alert respective parties of problematic findings from investigations and monitoring activities.
- h) Prepare written reports and summaries regarding investigations and monitoring trips.
- i) Work collaboratively with external entities and internal stakeholders.

### **2. Administration – 35%**

- a) Monitor and track information in notifications mailboxes, and distribute correspondence as needed. Coordinate and implement team meetings, including preparing agendas, taking minutes, and updating investigation tracking documents.
- b) Create and maintain a system to ensure investigations and monitoring work are appropriately prioritized, tracked, and reported.
- c) Edit and proofread investigative reports; ensure that all necessary redactions have been properly performed, secure and attach all relevant documents to investigative reports; ensure external reports are transmitted to the proper recipients.
- d) Maintain both electronic and paper files in compliance with DRW data reporting and confidentiality requirements, compile and organize statistical data.
- e) Implement, coordinate, and monitor system for complaints; Coordinate and review all complaints and open as investigations when appropriate; integrate complaints with monitoring efforts as necessary; track complaint trends.

### **3. Lead and support team efforts – 20%**

- a) Facilitate check-in meetings, and advise on projects, casework, workload, and development.
- b) Onboard and mentor new Advocacy Specialists.
- c) Provide overall supervision, including performance reviews, recruitment, professional development, etc., of Advocacy Specialists.

### **4. Outreach – 10%**

- a) Cultivate and maintain effective working relationships with other local, state, and federal agencies, stakeholders, and organizations responsible for investigating, preventing, or otherwise responding to incidents.
- b) Attend meetings with state officials. Occasionally represent DRW on task forces, coalitions, and committees concerned with relevant issues.
- c) Cultivate and maintain effective working relationships with private and public agencies and facilities serving the disability community.
- d) Provide training at conferences, other agencies, and in the community when appropriate.

### **5. General – <1%**

- a) Adhere to all DRW policies and procedures, including but not limited to work hours, timesheets, file maintenance, confidentiality, and security.
- b) Participate in DRW activities such as all-staff meetings and committees.
- c) May be other related duties as assigned.

## Qualifications

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### Minimum Qualifications:

- Bachelor's degree in an area related to providing advocacy services to people with disabilities, e.g., BSW, R.N. or equivalent, involving review and analysis of medical or regulatory records. At least *four* years in paid or unpaid work providing advocacy to vulnerable people may be considered in lieu of a bachelor's degree.
- General knowledge about regulatory frameworks related to those with mental illness, intellectual/ developmental disabilities, sensory or physical disabilities, and traumatic brain injury.
- Ability, skill, or experience with individual cases, which could include handling investigations, negotiation, mediation skills, and case file maintenance.
- Information management related to complex medical and legal issues.
- Experience working with people of culturally diverse backgrounds.
- 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 Qualifications:

- Experience / direct contact with people with a disability or social justice movements, either in a paid or unpaid capacity.
- Previous supervisory experience.

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- 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, Medicaid, Medicare, community-based mental health programs, and adult/child protective services.
- Experience completing forensic investigations or medical record analysis.
- Ability to write and/or speak Spanish, Hmong, or American Sign Language (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*

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- **Remaining in a stationary position, often standing or sitting for prolonged periods:** 27 to 40 or more hours per week
- **Moving about to accomplish tasks or moving from one worksite to another:** 10 hours or less per week
- **Repetitive motions that may include the wrists, hands, and fingers:** 27 to 40 or more hours per week
- **Operating motor vehicles:** 10 hours or less per week
- **Sedentary work that primarily involves sitting and standing:** 27 to 40 or more hours per week

## Benefits

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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 the employee, 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 factors that determine whether one qualifies.

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

[studentaid.gov/manage-loans/forgiveness-cancellation/public-service](https://studentaid.gov/manage-loans/forgiveness-cancellation/public-service)

## Supervising Advocacy Specialist, Investigations and Monitoring

Generous paid time off policies include:

- 10 Fixed and 4 Floating Holidays
- Leave time for:
  - Medical and Caretaking
  - Vacation
  - Personal
- Bereavement Leave

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

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

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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 status, or disability status, following Title VII of the Civil Rights Act of 1964 and the Americans 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.

**Date of Job Description:** May 2026