

Appendix C

TRIBAL AGING AND DISABILITY RESOURCE SPECIALIST JOB DESCRIPTION

The Tribal Aging and Disability Resource Specialist (ADRS) works in partnership with tribal health and human services agencies and Aging and Disability Resource Centers (ADRCs) in the tribe's service area to ensure that tribal members receive culturally appropriate information about aging and disability resources and are able to comfortably and effectively access long term care programs and services.

DUTIES AND RESPONSIBILITIES:

1. Engage in marketing and outreach to inform tribal members about services available through the tribal ADRS and the regional ADRC.
2. Develop culturally sensitive informational materials.
3. Provide or arrange training for ADRC personnel on cultural competence in working with tribes and tribal members.
4. Provide basic information and assistance, and options counseling for tribal members in their homes, in the ADRC or tribal office, or over the phone.
5. Provide short term service coordination to help tribal members deal with immediate needs, to the extent time and funding allow.
6. Refer tribal members to the appropriate elderly benefit specialist or disability benefit specialist as needed.
7. Serve as a liaison and customer advocate to tribal members referred to area ADRCs for more in-depth information and assistance, options counseling, and enrollment in publicly funded long term care services.
8. Conduct information and assistance home visits for tribal members on behalf of the ADRC.
9. Assist tribal members in preparing materials needed to determine financial eligibility.
10. Provide enrollment counseling for tribal members needing publicly funded long term care services.
11. Develop and maintain client records, including client tracking records for tribal members served.
12. Participate in tribal department staff meetings as instructed by supervisor and outside activities related to ADRS information sharing in the community.
13. Inventory the health and long term care related resources that are available through tribal governments, and share this information with the ADRCs for inclusion in the resource database.
14. Prepare correspondence and other documentation as required by DHS program guidelines.
15. At the option of the tribe, participate in 100% time reporting to capture MA revenue to support tribal ADRS services.
16. Use continuous improvement techniques to improve the quality and efficiency of customer service.
17. Consult with DHS on issues relating to ADRC services for tribal members.
18. Additional duties as determined by the tribe.

KNOWLEDGE AND SKILLS:

1. A bachelor's degree in human services or related field, or approval of the Department.
2. Be AIRS certified or achieve AIRS certification within 12 months of hire.
3. Strong computer, oral and written communication skills.
4. Knowledge of and familiarity with tribal resources, local area resources, and statewide resources available for client referral purposes.
5. Understanding of the long term care delivery system in Wisconsin.
6. Experience working with tribal elders and/or a thorough understanding of elders' roles in Native American communities.
7. Excellent organizational skills with the ability to plan, organize, and schedule priorities efficiently and manage multiple projects in a timely manner.
8. Ability to establish and maintain productive working relationships with ADRC staff, clients, tribal management and external agencies.
9. Three years experience dealing with issues that affect the elderly and disabled population is preferred.
10. Must hold a valid Wisconsin driver's license.
11. Other qualifications at the discretion of the tribe