

**AGING & DISABILITY RESOURCE CENTER  
OF GREEN LAKE, MARQUETTE, AND WAUSHARA COUNTIES**

**TITLE:** Information and Assistance Specialist (L.T.E.)

**APPROXIMATE NUMBER OF EMPLOYEES IN CLASSIFICATION OR WITH SAME TITLE:** 2  
**DEPARTMENT/UNIT:** Health & Human Services/Aging/LTC

**LOCATION:** Human Services: Aging / LTC / Aging & Disability Resource Center (ADRC)

**REPORTS TO:** Aging/Long Term Care Unit Manager & ADRC Coordinator

**PURPOSE OF POSITION:** Up to (20 hours per week) ADRC Social Worker, providing Information and Assistance to individuals calling into or visiting the ADRC.

**FUNDAMENTAL JOB DUTIES AND RESPONSIBILITIES:**

**Essential Functions:**

This position's time is spent as an ADRC Social Worker providing Information and Assistance (I&A). Duties includes, but is not limited to the following; must have knowledge and the ability to listen and evaluate each situation, provide information and assistance in obtaining information/resources in the 4 county consortium, link individuals to appropriate programs/services and follow-up; provide short-term case management as needed; recognize and make appropriate referrals; Maintain a data base of calls and results and work; Be Certified as an Assistant and Information Resource Specialist (AIRS) and maintain training to keep certification; and participate in marketing events. Must be willing to go to other counties in the consortium as needed to provide services as noted above.

**PHYSICAL DEMANDS OF THE ESSENTIAL FUNCTIONS:** Over 85% of the time is spent talking, hearing (listening), and use of near vision. Over 75% is spent sitting. Over 50% will be the phone. Over 85% will be typing with low to medium fingering. Less than 10% of the time is spent using low to medium carrying (up to 40 pounds). In unusual or non-routine situation, it may be required to kneel, crouch, run, grapple, high to very high carrying, and high to very high pushing and pulling.

**WORKING CONDITIONS WHILE PERFORMING ESSENTIAL FUNCTIONS:** Over 85% of the work is spent inside. In unusual situations, this position could be working outside. Moderate travel required.

**EQUIPMENT USED TO PERFORM ESSENTIAL FUNCTIONS:** Calculator, copy machine, computer and database software, telephone, fax machine, camera, automobile, and dictating equipment.

**QUALIFICATIONS NEEDED (EDUCATION SKILLS):** Minimally a Bachelor's Degree in Social Work or closely related professional field is required with at least 2 years experience working with the elderly and/or disable is preferred. Must be certified/certifiable as a Social Worker in Wisconsin. Must be certified in AIRS (Alliance of Information and Referral System) or be willing to obtain certification.

Must be able to work under timelines and complete reports and tasks on time. Basis everyday directions; reading writing (reports) is necessary. Additionally, it is important to have comprehensive knowledge of the needs of disabled, and/or physically disable; ability to relate to and the general public.

Must have a valid Wisconsin Driver's License, access to an insured vehicle and ability to work flexible hours.

This position description has been prepared to assist in defining job responsibilities, physical demands, working conditions, and needed skills. It is not intended as a complete list of job duties, responsibilities and/or essential functions. This description is not intended to limit or modify the rights of any supervisor to assign, direct, and control the work of employees under supervision. The county retains and reserves any and all rights to change, modify, amend, add to or delete, from any section of this document as it deems, in its judgment, to be proper.