

#107 Benefits Supervisor
Classification Level E 1
Kenosha Achievement Center, Inc.
1218 – 79th Street, Kenosha, WI 53143

Internal: 4/14/22 **External:** 4/14/22
Hours: Up to 40/week
Apply to: Chris Weyker

REPORTS TO: Chief Executive Officer
HAS DIRECT REPORTS? Yes

JOB SUMMARY:

Since 1963 the Kenosha Achievement Center (KAC) has been creating opportunities for the personal growth and success of persons with special needs. KAC does this by removing barriers, changing perceptions, and building confidence.

The Elder and Disability Benefits Supervisor is a full-time position that supervises the elder and disability benefits specialists, benefit enrollment specialist, and outreach coordinator. This position is responsible for supervision, direct service, and outreach activities. This position is located in the Kenosha County's Division of Aging, Disability & Behavioral Health.

TYPICAL RESPONSIBILITIES:

1. Supervise the Elder and Disability Benefits specialists and Benefit Enrollment specialist: assign and monitor case loads, ensure appropriate training, accurate reporting and setting and monitoring goals.
2. Collaborate with other organizations to enhance services for elders and persons with disabilities.
3. Design and distribute materials for outreach, information, and education to the public.
4. Provide in-depth analysis of elder benefits including health care and other government programs.
5. Complete all paperwork and reports in a timely and accurate manner.
6. Application and oversight of grant programs.
7. Advise and counsel elderly and family members regarding eligibility rules and application procedures for public and private benefits.
8. Provide advocacy in adverse decisions made by administrative agencies regarding benefits, and provide support in grievance and appeal procedures.
9. Counsel with supervising attorney about issues and concerns.
10. Adhere to confidentiality standards.
11. Maintain a safe work environment.
12. Participate in required amount and type of staff development activity as specified by annual staff performance plan including engaging in a process of continuously improving cultural proficiency and the ability to work with a diverse population.
13. Perform other duties as assigned by supervisor.

OCCASIONAL RESPONSIBILITIES:

1. Solicit feedback from stakeholders to judge department performance.
2. Assist in development of tools to communicate and promote the program in the community.
3. Participate in ongoing benefits counseling training, including offsite and out of town events.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

KAC IS AN EQUAL OPPORTUNITY EMPLOYER
Revised 5/1/2022

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MINIMUM QUALIFICATIONS:

- Bachelor's Degree in human services, human resources, social work, or a related field
- 2 years of experience in the field of employee benefits or benefits counseling with the elderly or disabled or public benefits assistance
- Demonstrated supervisory or team leadership experience
- Strong written and oral communications skills
- Must have a vehicle that the KAC determines to be in good working order
- Must have a valid driver's license and a good driving record

PREFERRED QUALIFICATIONS:

- Master's Degree
- 5 years of experience in benefits counseling
- 2 years of supervisory experience

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, stand, walk, kneel, and stoop. Approximately 20% of time will be spent walking or standing. The ability to see, hear, and speak is critical to this job. Physical dexterity requirements of the job include the use of a telephone, computer/electronic equipment, and the ability to manipulate small objects. The employee must lift, push & pull a minimum of 20 pounds alone, walk up & down steps, bend & climb step ladder. Specific vision abilities required by the job include close vision and the ability to adjust focus.

The mental efforts required daily include those related to reading, writing, basic arithmetic, visualizing conclusions, analyzing data, searching for solutions, creating methodologies, conducting research, managing resources and evaluating the performance of others.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level of the work environment is normal. The condition of the air is normal. The surface on which work is performed is level.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.