

STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION

LONG-TERM CARE SERVICES SUPERVISOR

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to supervisory positions located within the Board on Aging and Long Term Care (BOALTC). The positions allocated to this classification supervise professional employees in the Board on Aging and Long Term Care Volunteer Ombudsman Program, Ombudsman Program and the Medigap Helpline Program. They are responsible for policy development and coordination of their assigned program operations between staff, the agency, the public, and other governmental bodies. This classification specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist, or those that result from changing program emphasis in the future. Rather, it is designed to serve as a framework for classification decision-making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

The positions in this classification are responsible for the supervision of Medigap Helpline Counselor positions, Ombudsman positions or Volunteer Coordinator positions in the performance of a wide range and combination of services for consumers of insurance for the elderly and disabled and support of advocacy for long term care consumers and facilities across Wisconsin. The positions in this classification must meet the definition of supervisor as defined in s. 111.81(19), Wis. Stats.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions that do not supervise and direct the work of positions classified as Volunteer Coordinators, Ombudsmen or Medigap Helpline Counselors for a majority of the time (more than 50%).

2. Positions which do not meet the statutory definition of supervisor as defined in Wis. Stats. s. 111.81(19).
3. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter the positions allocated to this classification by competition.

## II. DEFINITION

### LONG-TERM CARE SERVICES SUPERVISOR

The Long Term Care Services Supervisor reports to the Executive Director, Board on Aging and Long Term Care, and supervises professional staff in one of the following program areas: Medigap Helpline Services, Volunteer Services or Ombudsman Services. The positions recommend hiring, transfer, suspension, layoff, recall, promotion, discharge, assignment, evaluation, discipline and adjustment of grievances of subordinate employees. Positions develop a comprehensive program including developing policy, and identifying, evaluating and interpreting strengths and weaknesses and managing all activities affecting their respective programs.

**Medigap Helpline Services Supervisor:** The position provides supervision and leadership to staff classified as Medigap Insurance Specialists and support staff. Responsibilities include development of a comprehensive program to insure the consistency and quality of counseling services to aging consumers, providers and agencies; provision of training, information and technical assistance to staff regarding state and federal codes and regulations related to Medicare, health insurance and long term care insurance (i.e., Federal Older Americans Act, Federal Omnibus Budget Reconciliation Act, Federal Title XVIII, State and Federal Title XIX Programs, various state statutes and administrative codes); development of policy; identification, evaluation and interpretation of strengths and weaknesses in the Medigap Helpline Services program; and management of all activities affecting the Medigap insurance specialist functions.

**Volunteer Services Supervisor:** The position provides supervision and leadership on a statewide basis to regional staff classified as Volunteer Coordinators. Responsibilities include development of a comprehensive volunteer program; provision of training, information and technical assistance to staff regarding state and federal codes and regulations related to long term care facilities and services (i.e., Federal Older Americans Act, Federal Omnibus Budget Reconciliation Act, Federal Title XVIII, State and Federal Title XIX Programs, various state statutes and administrative codes); development of policy; identification, evaluation, and interpretation of strengths and weaknesses in the volunteer ombudsman program; and management of all activities affecting the volunteer coordinator functions.

**Ombudsman Services Supervisor:** The position provides supervision and leadership on a statewide basis to regional ombudsman staff classified as Ombudsman Services Specialist(s) and support staff. Responsibilities include development of a comprehensive investigative and complaint resolution program; provision of training, information and technical assistance to staff regarding state and federal codes and regulations related to long term care facilities and services (i.e. Federal Older Americans Act, Federal Omnibus Budget Reconciliation Act, Federal Title XVIII, State and Federal Title XIX Programs, various state statutes and administrative codes); development of policy; identification, evaluation, and interpretation of strengths and weakness in the long term care regulatory systems; and management of all activities affecting the long term care ombudsman functions.

**III. QUALIFICATIONS**

The qualifications required for this classification will be determined at the time of recruitment. Such determination will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

**IV. ADMINISTRATIVE INFORMATION**

This classification was created effective April 8, 2012 and announced in Bulletin OSER-0302-MRS/SC to define the classification of Long Term Care Services Supervisor and consolidate the classification of a single Board on Aging and Long Term Care position of Volunteer Services Supervisor, another single Board on Aging and Long Term Care position of Ombudsman Services Supervisor with a new Board on Aging and Long Term Care Medigap Services Supervisor position into one classification as Long Term Care Services Supervisor.

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