

POSITION DESCRIPTION

AGENCY: Tuscarawas County Job & Family Services

POSITION TITLE: IMW3

Employee's Signature

POSITION CONTROL NUMBER: _____

County Agency

CLASS NUMBER: _____

Change

CLASS TITLE: Income Maintenance Worker 3

NORMAL WORKING HOURS (Explain unusual or rotating shift)

8:00 a.m. to 4:30 p.m. (unless approved to work an alternative schedule as outlined in the agency's personnel handbook)

Regular and predictable attendance.

80% Under the direction of an Eligibility Referral Supervisor or designee, and in accordance with all confidentiality requirements, determine initial/ongoing eligibility for a variety of public assistance programs through interviewing, verbal & written communications, and/or on-line application processing, including mass change operations; securing appropriate signatures; gathering & verifying required data; accurately entering data in the program-specific computer operating systems; applying relative federal & state regulations in the eligibility determination process; reviewing eligibility factors and computing budgets to draw conclusions to establish correct eligibility; trouble-shooting system errors and enacting approved system overrides when required; authorizing approval, continuance, or termination of benefits timely; and completing thorough & timely documentation of all actions as required in the computer system(s) housing the case file(s). Maintains the ability to key in and retrieve data from the State's operating systems and perform basic inquiry as necessary to perform the essential functions of the position.

Timely updates cases and/or takes action on case information received from customers, systems' alerts, information exchanges, or other sources and documents the same. Shares information essential for the delivery of services as permitted within the confidentiality mandates of each program. Cooperates with other JFS internal units to serve customers competently and efficiently.

Explains to customers the programs, procedures, rights, and responsibilities as part of the eligibility determination, redetermination, change, and termination processes as well as during routine inquiries. Makes referrals to other agency and community services and programs as necessary. Makes collateral contacts and communicates with agencies, community professionals, and health care providers.

Maintains and applies a current working knowledge of: State/Federal regulations regarding the public assistance programs administered by the agency; operating systems necessary for the deliverance of public assistance benefits and storing documents necessary to support the agency's decisions; agency procedures relative to the essential functions of the position; confidentiality; and community resources available to the customers served.

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10% Maintains case records in the prescribed manner, whether in hard copy or electronic formats. Organizes, processes, and maintains related forms in a systematic fashion in order to comply with programmatic standards and procedures. Timely completes reports, RMS, forms, correspondence, and other written materials required for proper documentation.

Researches and retrieves information from relevant manuals which set forth the requirements for the programs administered by the agency. Solves case-related problems by appropriately using information and supportive resources such as supervisors, program specialists, and manuals.

Works as a member of a team within the Income Maintenance Department to deliver timely services which may require providing back-up services during periods of absences of other team members.

5% Receives, investigates, and resolves complaints concerning lost, stolen, or undelivered benefits. Recognizes overpayments, underpayments, and program fraud. Makes referrals for investigation and takes corrective measures if necessary. Prepares State Hearing summaries with supporting documentation and represents the agency in state hearings. Responds to and complies with state hearing decisions and quality control findings. Testifies in court as required.

5% Attends and participates in meetings related to supervision; unit and departmental functioning; and trainings to discuss and learn policies, regulations, procedures, and programmatic processes relative to the deliverance of public assistance benefits and services. Attends conferences and workshops as determined necessary by management. May be required to use own vehicle and provide proof of current driver's license and vehicle insurance (which is defined in Ohio Administrative Code [OAC]). Employee is required to submit to initial/ongoing background checks in accordance with FTI rules. Other duties as assigned.

The performance of the above essential functions and duties are pertinent to the classification of an IMW 3 regardless of the working title assigned; e.g. phone worker, change worker, reviewer, intake worker, etc.