

**TUSCARAWAS COUNTY JOB AND FAMILY SERVICES
POSITION DESCRIPTION**

Eligibility Referral Aide

REGULAR HOURS OF WORK: 8:00 a.m. to 4:30 p.m.

IMMEDIATE SUPERVISOR: Wendy Azzardi

DEPARTMENT: Red Bank PCN: 21002.0 CLASS: 17212

QUALIFICATIONS: High school education; ability to calculate fractions, decimals, and percentages; complete forms and write routine correspondence; 1 course in computer literacy (or 3 months experience); 1 course in typing or terminal keyboard skills with demonstrated ability/experience in the use of such skills; 3 courses in office practices and procedures (or 3 months experience); 100 hours training in typing (or 3 months experience).

FLSA: Full Time, Non-Exempt

STATUS: Classified, Bargaining Unit

PROBATIONARY PERIOD: one year

WORK LOCATION: on site --TCJFS

SUMMARY OF POSITION:

- Checks applications and reapplications for completeness.
- Scans documents into the appropriate data management system and scan them through as necessary.
- Updates eligibility system with documents received.
- Logs and distributes documents for the intake process in accordance with agency procedures.
- Mails all associated appointment letters for intake or review processes when needed.
- Processes returned mail, interim reports, logs medical renewals, provides assistance to clients when needed, answers phone calls.
- Assists clients with verification requests, completion of paperwork or applications.

ESSENTIAL DUTIES:

50%	<ul style="list-style-type: none">• Checks applications and reapplications for completeness.• Scans documents into the appropriate data management system.• Updates the eligibility system with documents received.• Logs and distributes documents for the intake process in accordance with agency procedures.• Mails all associated appointment letters for intake or review processes when needed.
20%	<ul style="list-style-type: none">• Logs, distributes, and generates necessary notices from hardcopy or the program-specific computer operating system.• Documents receipt of and continues the mailing process action for employment information request forms.• Replies to any benefit query requests.• Responds to interim report notifications in the computer-specific eligibility system.• Documents and prepares necessary review information for uploading into the appropriate electronic document management system and mails the monthly appointment notices.• Prints medical card for eligible applicants within 24 hours of request.
18%	<ul style="list-style-type: none">• Processes returned mail for the agency and benefit recovery staff.• Updates addresses utilizing the program-specific computer operating system(s) and BMV/US Postal Service.• Re-mails notices if new address is provided/located. Scans into appropriate electronic data management system.
10%	<ul style="list-style-type: none">• Assists clients with any verification requests, completion of paperwork or applications, and answering general questions.• Prepares necessary paperwork packets for long-term care and work activities clients.• Converses with clients and public to explain services and/or refer to another agency or resource.• Acts as backup for reception, switchboard, phone worker, mail processing, Healthcheck Coordinator, and new hires.• Backs up business office during that unit's absence.• Assists with courthouse mail runs.• Takes meeting minutes and transcribes. Completes initial phone contact and sends initial paperwork for new hire notifications.
2%	<ul style="list-style-type: none">• Attends staff meetings, training sessions, or other conferences.• 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.

NOTE:

The Tuscarawas County Job and Family Services does not discriminate in provision of services or employment because of race, color, religion, gender, national origin, age, disability, military status, genetic information, sexual orientation, gender identity, protected veteran status or other characteristics protected by law.

SPECIFICATIONS:

As an employee of the Tuscarawas County Job and Family Services, I agree to comply with all agency policies at all times and shall demonstrate respect for, support dignity of, and observe the rights of all individuals served by the agency.

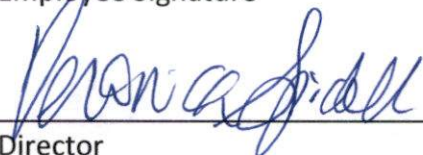
I will work to ensure and maintain effective relationships with other employees, program participants, parent/guardians, and state and local community service agencies.

I will adhere to all local, state, and federal laws and TCJFS policies and procedures.

I have read the position description and understand the above statements are intended to describe the general nature and level of work required for this position. It is not meant to be an exhaustive list of all responsibilities, duties and skills required. I understand I will be expected to perform these duties and the number of days and hours that I am expected to work. I further acknowledge that I have been instructed on how to access Tuscarawas County JFS policies, procedures, handbook, contract, and agree to abide by its contents. I acknowledge that I am required to remain substance free. Finally, I understand that I am required to submit to background checks as a condition of initial and continued employment as specified by the agency policy.


Signature indicates receipt of position description, employees understanding of duties described here-in and agreement to comply.

Employee Signature



Director

Date



Date