

TUSCARAWAS COUNTY JOB AND FAMILY SERVICES

POSITION DESCRIPTION

Eligibility Referral Specialist 2

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

IMMEDIATE SUPERVISOR: Lisa Lippencott, Green Bank Supervisor

DEPARTMENT: Eligibility Referral Department PCN: 23006.0 CLASS: 17223

QUALIFICATIONS: Minimum of 2 years' college education or 2 years' experience in Eligibility Referral Programs; plus: 1 course in computer literacy (or 3 months experience); 1 course in typing or terminal keyboarding skills with demonstrated ability/experience in the use of such skills; 6 courses in budgeting (or 6 months experience); 6 courses in public relations (or 6 months experience); 6 courses in office practices (or 6 months experience); 6 courses in interviewing (or 6 months experience); ability to calculate fractions, decimals and percentages, complete forms and write routine correspondence.

FLSA: Full Time, Non-Exempt

STATUS: Classified, Bargaining Unit

PROBATIONARY PERIOD: one year

WORK LOCATION: on site --TCJFS

SUMMARY OF POSITION:

- Regular and predictable attendance is required
- Conducts interviews, communicates verbally and in writing, and/or processes applications
- Conducts intakes/reviews for a variety of different public assistance programs
- Enters accurate and precise data entry, operating multiple computer-based programs daily, and maintains up to date knowledge on policy and procedure
- Work in a timely fashion keeping up with pertinent deadlines
- Interacts with clients to clarify policies and procedures as needed
- Manage case files by organizing, documenting, and adhering to program guidelines
- Investigates and resolves client complaints regarding case information

ESSENTIAL DUTIES:

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. • This includes 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.
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 Eligibility Referral 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 ERS 2 regardless of the working title assigned, e.g. phone worker, change worker, reviewer, intake worker, etc.

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

Date

Director

Date