

AUGLAIZE COUNTY

An Equal Opportunity Employer

Position Description

Agency:	Board of Commissioners	Employee Name:	Vacant
Class Number:	30122	Position Title:	Eligibility Referral Specialist II
Position Number:	21001.0		

Dept/Div:	Job and Family Services	Civil Service Status:	Classified
Unit:	Public Assistance	Employment Status:	Full-time
Reports To:	Income Maintenance Supervisor	FLSA Status:	Non-Exempt
EEO Status:	05-Paraprofessional	DOT/O*Net Code:	195.267-010/43-4061.00
		Normal Work Hours:	Weekdays 8:00 a.m. – 4:30 p.m.

MINIMUM QUALIFICATIONS FOR EMPLOYMENT: An example of acceptable qualifications:

Completion of secondary education or equivalent (high school diploma or GED); courses in behavioral or social science; six (6) months or more of related experience and/or training; or any equivalent combination of education, experience, and training which provides the required knowledge, skills, and abilities to perform the essential functions of the position. Must be able to read, write, speak, and understand the English language.

LICENSURE OR CERTIFICATION REQUIREMENTS: Must possess a valid Ohio driver's license and maintain insurability under the County's vehicle insurance policy.

EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive.

Computer, copier, printer, phone, fax machine, calculator, and other standard/modern office equipment; scanners; motor vehicle; paper folder; paper trimmer; computer software (e.g., Microsoft Office and other applicable software).

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

The employee has exposure to chemical compounds found in an office environment (e.g., toner, correctional fluid, etc.); ascends or descends stairs; works in or around crowds; has contact with potentially violent or emotionally distraught persons; has exposure to hot, cold, wet, humid, or windy weather conditions; exerts up to 10 pounds of force occasionally, and/or a negligible amount to lift, carry, push, pull, or otherwise move objects; is regularly required to stand, walk, and sit.

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered sedentary work.

In cases of emergency, unpredictable situations, and/or department needs, required to lift, push, pull, and/or carry objects heavier than DOL strength ratings recommend.

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Employee Name: Vacant

Position Title: Eligibility Referral Specialist II

JOB DESCRIPTION AND WORKER CHARACTERISTICS:

JOB DUTIES in order of importance

ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

- 40% (1) Determines eligibility for Prevention, Retention and Contingency (PRC) program, Medicaid and Long Term Care. Conducts phone interviews and accesses the Ohio Benefits Worker Portal to perform case management to determine eligibility for assistance for Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP); processes changes that affect eligibility for assistance such as adding newborn children or deaths in the family. Makes referrals to CCMEP program.
- 30% (2) Processes applications on a daily basis by completing new applications and reapplications for assistance and mailing out applications as needed; completes referrals for the Able-Bodied Adults Without Dependents (ABAWD) program; contacts clients to answer questions and provide updates to cases; scans all client paperwork using the electronic document management system (EDMS) and tracks all due dates of follow-up items; sends all needed paperwork to clients and updates all cases for increases or decreases of assistance; sends requests for verification for eligibility; closes and reopens cases as needed.
- 25% (3) Prepares paperwork and appears on behalf of the agency at State hearings; investigates cases and makes referrals for fraud investigations; contacts employers to verify client employment and income; contacts Ohio Means Jobs for work assessments; contacts pharmacies and doctors to determine billings.
- (4) Maintains required licensures, certification, and continuing education requirements, if any.
- (5) Attends trainings, conferences, and meetings.
- (6) Meets all job safety requirements and all applicable safety standards that pertain to essential functions.
- (7) Demonstrates regular and responsible attendance.
- (8) Assists with training new workers as needed.

OTHER DUTIES AND RESPONSIBILITIES:

- 5% (9) Performs other duties as assigned.

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MINIMUM ACCEPTABLE CHARACTERISTICS: (* indicates developed after employment)

Knowledge of: *Federal and state laws/rules pertaining to social services and income maintenance; *county, department, and division goals and objectives; *county, department, and division policies and procedures; interviewing practices; training and development practices; workplace safety; office practices and procedures; business grammar and spelling; data entry; records management; social work techniques; community resources and services; organizational skills.

Skill in: Use of modern office equipment; data entry; SETS software to verify child support received and paid; On Base and Compass Pilot (digital imaging storage); Ohio Benefits Eligibility System; customer service; active listening (giving full attention to what other people are saying and taking time to understand the points being made); service orientation; social perceptiveness; speaking and writing; mathematical calculations; planning.

Ability to: Carry out instructions in written, oral, picture or schedule form; deal with problems involving several variables within a familiar context; recognize unusual or threatening conditions and take appropriate action; draw valid conclusions; interview others; prepare accurate documentation; *maintain records according to established procedures; communicate effectively with a diverse public and professional audience; understand a variety of written and/or verbal communication; exercise independent judgment and discretion; act as an expert witness; maintain confidentiality; adapt to change; compile and prepare reports; gather, collate, and classify information; develop and maintain effective working relationships with internal and external stakeholders; perform job safely.

POSITIONS DIRECTLY SUPERVISED:

None.

POSITIONS INDIRECTLY SUPERVISED:

None.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed both the Cover Page(s) and the Inside Page(s) of my position description, and that I understand the contents of the position description.

(Approval of Appointing Authority)

(Date)

(Employee Signature)

(Date)