

**Lincoln County
Position Description**

Position Title: Economic Support Specialist

Department: Social Services

Pay Grade: Economic Support Specialist
Grade E

FLSA: Non-Exempt

Date: April 2017

Reports To: Social Services Director

Purpose of Position

Provide information about and determine eligibility for categorical aids available through public assistance. Interpret and apply Federal and State laws and regulations, policy and procedures to individual case circumstances in order to meet the needs of low-income families.

Essential Duties and Responsibilities

The following duties are expected of this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Receive phone calls from the public regarding a variety of public assistance programs.
- Perform or review eligibility determinations for non W-2 services, Foodshare, health care, LIEAP, Emergency Assistance, Child Care, General Relief and supportive services and ensure all data is entered into CARES and CWW accurately and timely.
- Process changes to determine eligibility for public assistance programs which includes strict enforcement of all eligibility requirements, investigative interviewing, budget computation, case documentation and computer usage.
- Research, interpret and explain Federal, State and local policies governing eligibility, legal rights and responsibilities of applicants and participants, including providing necessary information about client fact-finding and grievance procedures.
- Refer applicants and participants to all other community services.
- Must have excellent interviewing skills.
- Listen effectively; assure mutual understanding of customer's intent and concerns by ongoing process of feedback and clarification.
- Write and speak clearly and concisely to communicate program requirements. Create opportunities to clarify and expand on understanding.
- Treat customers and co-workers with respect and sensitivity.
- Assist with application completion.
- Gather and verify information using State, Federal and agency forms.
- Assimilate complex policies, manuals, memos, procedures, etc. to correctly process cases.
- Forward benefits to applicant/recipient.
- Monitor and maintain team caseload and perform manual calculations for case processing.
- Complete needed determination to establish client eligibility for the Wisconsin Medical Assistance Program.

- Maintain and monitor on-going Child Care cases to include authorizations and attendance in CSAW and CCPI.
- Maintain and monitor an on-going Medical Assistance/Nursing Home institutional and waiver caseload.
- Apply divestment regulations to all nursing home cases.
- Complete and follow up on estate liability regulation on applicable cases.
- Attend and represent agency at fact-finding and administrative hearings.
- Appear and testify at Court Hearing in fraud cases.
- Complete referral to other agencies such as Forward Services, Child Support, investigators, Social Security, Job Center partners, etc.
- Review and prepare reports as needed.
- Respond to any emergency related to disaster relief assistance
- Perform other duties as assigned by management.

Minimum Training and Experience Required to Perform Essential Job Functions

Two years of post-secondary education, preferably in a related field, and two years of experience dealing with the public, or any equivalent combination of training and experience which provides the required knowledge, skills and abilities; and six months of entry-level training in the public assistance field as provided by the Wisconsin State Department of Health and Social Services and the local administrative agency; and Continuing education sufficient to achieve and maintain expertise in the field of public assistance.

New Economic Support Specialists must participate and complete training to comply with Administrative Rule HSS 217 (Initial Training).

Require experienced Economic Support workers to attend and participate in regional training events to comply with Administrative Rule HSS 217.

Attend and participate in all in-office training and miscellaneous assigned training functions.

Complete all Computer Based Training (CBT) courses.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Requirements

- The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee is frequently required to sit for long periods of time, stand; walk; use hands to finger, handle, or feel; reach with hands and arms; and talk; and hear. Some bending, twisting, and squatting, and occasional climbing may be required while performing the duties of this job. The employee must occasionally lift, carry, and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision and ability to adjust focus. Some driving may be required.

- Must have a valid Wisconsin Driver's license, proof of auto liability insurance, a vehicle, and a good driving record.
- Ability to ambulate between offices, court, and other facilities.

Computer and Office Equipment

- Ability to operate a variety of office equipment including personal computer, digital telephone, fax machine, calculator, copy machine, etc.
- Must be proficient in Microsoft Office programs including the Outlook, Word and Excel functions with the ability to develop and expand detailed and complicated word processing techniques and programs.
- Ability to utilize the Client Assistance for Re-employment and Economic Support (CARES/CWW) for case management.
- Must be able to navigate in the CARES & CWW subsystems, KIDS, child care, non W-2 programs, information systems, e-mail, internet, etc.
- Monitor all data produced by CARES/CWW/CSAW/CCPI to ensure timely and accurate benefits.

Mathematical Ability

- Ability to add, subtract, multiply, divide and calculate decimals and percents, and make use of the principles of descriptive statistics.

Language Ability, Interpersonal Communication Skills, and Other Knowledge and Skills

- Ability to comprehend and interpret a variety of documents including non W-2_Economic Support program case directories, registers and reports, eligibility reports, benefit reports, bills, spreadsheets, training materials, daily logs, case records and reports, job notices, policy and procedure manuals, program requirements and regulations, State statutes, etc.
- Ability to prepare a variety of documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to record and deliver information, explain procedures and follow instructions.
- Ability to use and interpret basic medical, legal and accounting terminology.
- Ability to communicate effectively with other Economic Support staff, investigators, Director of Social Services, Forward Service personnel, clients, Wisconsin Public Service, fuel dealers, District Attorney, attorneys, Court personnel, County Clerk's Office, Clerk of Court, County Treasurer, County Extension Office, service providers, Social Security personnel, State representatives, hospital personnel, landlords, the general public and others, verbally and in writing.
- Basic everyday living skills.

Reasoning Ability

- Ability to apply common sense understanding to carry out instructions in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

Environmental Adaptability

- Ability to work effectively in an office environment.
- Must be able to meet required deadlines, which may be stressful.

- Ability to interact positively with public and others.

Lincoln County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

Employee's Signature

Supervisor's Signature

Date

Date