

# RICHLAND COUNTY POSITION DESCRIPTION

**Position Title:** Economic Support Specialist

**Department:** Health and Human Services

**Reports to:** Economic Support Manager

**Pay Grade:** 7 (Courthouse) & F

**Date:** January 1, 2020

**Hours Per Week:** 40

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## PURPOSE OF POSITION

The purpose of this position is to assess need and determine eligibility for federal and state programs (FoodShare, all categories of Medical Assistance, Child Care, Wisconsin Home Energy Assistance and other Economic Support programs) for the residents of Richland County.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required or assigned.**

- Processes initial applications, as well as perform client registration duties, for Economic Support services including: FoodShare, all categories of Medical Assistance, Child Care, Wisconsin Home Energy Assistance and other Economic Support programs within mandated time frames and under scrutiny of federal and state quality assurance.
- Assesses clients for referral to the Food Stamp Employment and Training Program (FSET); completes the referrals when appropriate; conducts sanction activities when required.
- Interviews applicants using established procedures (i.e. driver flow) in CARES Worker Web (CWW) to determine completeness and application accuracy.
- Verifies, processes and tracks a variety of client documents to determine initial and ongoing eligibility for services within mandated time frames
- Prepares client documents for processing to the Electronic Case File (ECF).
- Contacts other agencies, Social Security, Insurance Companies, financial institutes, and other states to verify information.
- Provides clients with necessary forms and assists clients with the completion of those forms when necessary.
- Completes data entry processing into computerized reporting systems and Web-based tools (CWW) within mandated time frames as well as make appropriate and clarify case comments with regards to all casework.
- Receives phone calls in a respectful and positive manner via the call center from ongoing clients reporting changes in their circumstances that affect their programs, with general inquiries about their benefits, and/or to process renewals.
- Navigates and effectively utilizes other computer systems including but not limited to: KIDS, Data Exchanges, ForwardHealth, CCPI/CSAW/WISCCRS, ECF, SAVE
- Provides direction to consumers and other professionals about the rules and regulations for specific programs including the rights and responsibilities under each program.
- Processes changes reported by consumers timely and accurately to ensure correct benefits are calculated for on-going benefits and allocations.

- Reviews cases, under scrutiny of federal and state quality assurance, at set intervals using a variety of forms and documents, interviews and records searches.
- Prepare cases for and attend fair hearings.
- Conduct Front End Verification activities to prevent public assistance fraud as well as investigate for fraud when reports are received. If fraud is substantiated, perform overpayment duties associated with the case which may include working with the District Attorney when appropriate for the prosecution of said fraud.
- Works with Child Care Providers regarding customer's eligibility and determine if payments received by provider are accurate.
- Consults and refer clients to other agencies for possible assistance.
- Assist clients as needed in the Federally Facilitated Marketplace when ineligible for Medical Assistance.
- Represents Richland County Health and Human Services to the community at large and maintains good community public relations.
- Complies with applicable federal and state laws, administrative rules, established agency procedures and accepted professional standards.
- Participates in on-going training, maintaining contemporary knowledge in programs such as Food Share, WHEAP, and Medical Assistance to ensure compliance with federal and state regulations as well as attends regularly scheduled staff meetings, and computer system trainings as needed.
- Maintains the confidentiality of client information and protected health information as required by State and Federal regulations, including the Health Insurance Portability and Accountability (HIPAA) Act of 1996.

### **MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

- High School diploma or vocational/technical training required with knowledge of public benefits, entitlements, insurance rules and consumer issues; or any combination of education and experience that provides equivalent knowledge, skills, and abilities.
- Ability to complete 100 hours of required State training within six months of employment.
- Knowledge of basic accounting principles and effective communication/interviewing skills.
- Ability to organize, prioritize and independently set time frames to complete work in a timely manner.
- Working knowledge of computers, computer programs, typing, and data entry.
- Current WI driver's license and unlimited access to reliable transportation.

### **PHYSICAL AND MENTAL ABILITIES REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

#### **Language Ability and Interpersonal Communication**

- Ability to analyze data and information using established criteria, in order to define consequences and to consider and select alternatives.
- Ability to assemble, copy, record, and transcribe data.
- Ability to understand and use advisory data and information such as financial statements, technical operating manuals, procedures, guidelines, non-routine correspondence, and laws.

- Ability to advise and interpret how to apply programs, procedures, and standards to specific situations.
- Ability to effectively communicate with clients, county clerical and supervisory staff, health professionals, and other government program personnel, (i.e. HUD, SWCAP, Social Security, etc.) both in person and in writing.

**Mathematical Ability**

- Ability to add, subtract, multiply, divide, calculate decimals and fractions.
- Ability to compare, count, differentiate, measure and/or sort data and information.
- Ability to classify, compute, tabulate, and categorize data.

**Judgment and Situational Reasoning**

- Ability to apply situational reasoning ability by exercising judgement in situations involving the evaluation of information against measurable criteria.
- Ability to use functional reasoning development in the performance of semi-routine functions involving standardized work with some choice of action. Ability to lead others and reinforce thinking to perform tasks.
- Ability to apply abstract thinking to perform tasks.
- Ability to work independently.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to use independent judgement frequently in non-routine to occasionally highly unstable situations including decisions on implementing client service and treatment plans to encounters with potentially suicidal and violent clients.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

**Physical Requirements**

- Ability to coordinate eyes, hands, feet, and limbs in performing coordinated movements in operating educational aids and office equipment.
- Ability to exert moderate effort in sedentary to light work, including stooping, kneeling, crouching. Ability to handle, finger and feel. Ability to lift and carry.
- Ability to recognize and identify degrees of similarities and differences between characteristics of colors, forms, sounds, odors, textures etc. associated with objects, materials and ingredients.
- Ability to physically respond to a variety of settings to provide services, including office, community locations, and private residences.
- Ability to operate a motor vehicle.

**Environmental Adaptability**

- Ability, in regard to environmental factors such as temperature variations, noise, disease, and/or dust, to work under moderately safe and comfortable conditions.
- Ability to visit environments with a moderate risk for disease or physical harm.

Richland 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 and current employees to discuss potential accommodations with the employer.

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Employee's Signature

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Supervisor's Signature

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Date

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Date