

Florence County Job Description

Position Title: Economic Support Specialist
Department: Human Services
Reports To: Human Services Director and Northern Income Maintenance Consortium Supervisor (as assigned)
FLSA Status: Full-Time (35 hours per week)/Non-Exempt
Salary \$17.00-\$24.48/Hour

Position Summary: Assesses human services needs for families and individuals through the use of a classified body of knowledge. Performs case management for applicants and recipients of economic assistance programs (Income Maintenance, Wisconsin Shares, Medicaid, Badgercare). Determines eligibility and sources, types, and levels of public assistance available by law. Takes proper action to apply approved State of Wisconsin policies, regulations, methods, and techniques for the purpose of issuing public assistance benefits to eligible persons.

Florence County is a partner of the Northern Income Maintenance Consortium. All Economic Support Specialists within the Northern Income Maintenance Consortium are assigned tasks, which may include Call Center--primarily answering phone calls, Intake Applications, Renewals, or ongoing case maintenance as needed.

Essential Functions:

- Attend, represent, and participate in Northern IM Consortium meetings and report back to the Director of Human Services.
- Handles incoming phone calls through Call Center Anywhere
- Follow policy and procedure set forth by the County and Northern Income Maintenance Consortium and/or its designees.
- Determine eligibility for DHS and DCF programs such as Medical Assistance, MA (Medicaid), BadgerCare, Food Share, Nursing Home, Child Care, etc.
- Performs face-to-face and phone interviews to gather information from clients.
- Gathers data from caller, and enters data quickly and accurately by typing and tabbing on computerized programs via the internet using several programs simultaneously.
- Document all relevant information for program placement and ongoing eligibility.
- Assists clients in securing necessary information and completing required forms as appropriate.
- Assimilate policies, manuals, memos, and procedures and locate materials for easy access by all department staff.
- Monitor recipient benefits and maintain all financial and other data relevant to County and Consortium cases as defined by DHS and DCF policy.
- Provide appropriate notice for third party liability MA cases.
- Complete trainings when required and as necessary.
- Monitor appropriate websites or other data sources for relevant information
- Complete recipient eligibility applications and reviews by proper input of information into CARES.
- Review data for correct benefits and complete FEV/fraud referrals as needed and outlined by Fraud Policy and Plan.
- Researches, interprets, and explains federal, state and local policies governing eligibility, legal rights, and responsibilities of applicants and participants.
- Utilize available reports and follow reporting and documentation requirements.
- Refers applicants and recipients to other community resources as appropriate.
- Attend and represent agency at administrative hearings.
- Appear and testify, with approval from Director, at court hearings in fraud cases.
- Other duties as assigned.

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DHS and DCF Policy Coordination

- Organize all DHS Operations Memos and DCF Technical Assistance Memos
- Review training announcements to identify and recommend applicable policy training.
- Complete appropriate security access forms for Director's signature.
- Review training announcements to identify and recommend applicable CARES and other computer access training.
- Attend regional worker meetings as required (distance or web based)

Supervisory Requirements:

- N/A

Education:

- Two years of post-secondary education, preferably in a human services related field, and two year of experience working with the public, or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities.

Knowledge, Skills and Abilities:

Any equivalent combination of training and experience, which provide the following knowledge, skills and abilities:

- Considerable knowledge of various software including Excel spreadsheets, word-processing and email.
- Ability to work on a computer most of the day, using internet-based processes by logging into internet sites, reading screens, and tabbing to enter information using several programs simultaneously.
- Ability to deal effectively with the public and various target groups, cooperate with related agencies and organizations and clearly interpret and apply policies and directives of the Director, the Board, and State.
- Ability to independently problem solve with strong organizational, follow through skills, and attention to detail.
- Ability to identify inefficiencies and work toward efficiencies through the use of automated processes.
- Ability to maintain confidentiality and identify conflict of interest matters
- Self-starter, have the ability to work independently, effectively handle responsibility and conflict, and the willingness to take initiative.
- Ability to problem solve and identify resources (internal and external) available for assistance.
- Ability to adapt well to change.
- Ability to interview eligible benefit recipients effectively.
- Ability to recognize risk factors, such as AODA or suspected abuse/neglect.
- Ability to determine and compare anticipated public assistance benefits to employment wages and alternative means of support.
- Ability to explain basic budgeting and personal finance, and comprehend and interpret a variety of documents.
- Ability to assess the employability of applicants.
- Ability to prepare a variety of documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style; ability to recognize basic medical, legal, and accounting terminology.
- Ability to communicate effectively with others.
- Ability to travel to in-state trainings as required.
- Ability to travel. Must possess a valid Wisconsin driver's license and have access to a reliable personal transportation with adequate auto insurance to meet minimum County requirements or other reliable means for local and state wide travel.

Physical Requirements:

- Frequently required to stand, walk, sit, use hands and fingers to handle or feel, reach with hands and arms, talk or hear. Occasionally required to stoop, kneel, or crouch.

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- Regularly lift and or move up to 15 pounds and occasionally lift or move up to 25 pounds.
- Vision requirements include close, distant, color, peripheral, depth and ability to adjust focus.

Residency Requirement:

- Must live within the State of Wisconsin or will move to the State of Wisconsin within one year.

Work Environment:

- Office environment. Minimal noise level.

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Employee Acknowledgement:

I acknowledge that I have received a copy of the Economic Support Specialist job description and understand that it is my responsibility to read and understand it. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that this job description may be used as a tool to evaluate the performance of my duties. If I have any questions about this job description or my job duties, I understand that I should ask my supervisor or department manager.

Florence County is an Equal Opportunity Employer. Florence County does not discriminate on the basis of any Wisconsin or Federal protected classification. In compliance with the ADA, Florence County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss accommodations with their employer and/or supervisor.

Signature

Date

Printed Name