Job Description and Minimum Qualifications

INCOME MAINTENANCE Eligibility Referral Specialist II

This person will maintain ongoing caseload for recipients of public assistance programs. He/she will conduct in depth face to face interactive interviews using agency computer system and software with applicants/recipients of public assistance to determine initial or continued eligibility of benefits (Determines initial eligibility and authorizes approvals and denials at least 20% of the time, excluding food stamps and emergency assistance programs). He/she will compile information for medical review. Instructs and assists clients in obtaining documentation to verify eligibility. Computes budgets, verifies documentation and explains rights and responsibilities to clients. He/she will refer clients to other human services units & other service agencies when appropriate. Processes case changes (i.e. address changes, income, resources, household composition). Receives, investigates and reviews unreported information. Calculates & processes overpayments. Sends notices to clients & referrals to other appropriate workers. Determines initial food stamp and continued eligibility for public assistance programs. Prepares hearing appeal forms, prepares summaries and appears at hearing. Processes corrections in cases identified by quality control. He/she will process requests for lost/stolen/undeliverable benefits. Prepares and maintains case correspondence and reports.

Minimum Qualifications for IM Eligibility Referral Specialist II

➢ One year experience as an ER Spec 1

➢ **Or** two year experience as USW 2

➢ **Or** completion of undergraduate major core course work in behavioral science, social science or education, one course or six months experience in interviewing techniques, and one course or six months experience in typing, keyboarding or word processing.

➢ **Or** completion of two years of technical education in behavioral science or social science, one course or six months experience in interviewing techniques and one course or six months experience in typing, keyboarding or word processing.

➢ **Or** two courses or one year experience in behavioral science, social science or customer service techniques, one course or six months experience in business mathematics, one course or six months experience in business English, one course or six months experience in interviewing techniques and one course or six months experience in typing, keyboarding or word processing.