

Job Description and Minimum Qualifications

Public Assistance Eligibility Referral Specialist II –

Maintains ongoing caseload for recipients of public assistance programs. Conducts 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. Compiles 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. Refers clients to other human services units & other service agencies when appropriate. Navigates appropriately through departmental computer programs and updates information as reported within the statewide eligibility computer system.

Processes case changes (i.e. address changes, income, resources, household composition). Receives, investigates, and reviews unreported information. 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. Processes requests for lost/stolen/undeliverable benefits. Prepares and maintains case correspondence and reports.

Conducts one's self with courtesy, respect, and consideration towards the public and coworkers always. Maintains regular and predictable attendance.

Minimum Qualifications for Public Assistance Eligibility Referral Specialist II

- One-year experience as an Eligibility Referral Specialist 1, 30121.
- Or two years' experience as USW 2, 30112
- Or completion of Undergraduate major core coursework 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 or two year 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 work processing.
- Or two course or six months 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.
- Or education, training and/or experience in an amount equal to the Minimum Qualifications stated above.

The incumbent is responsible for placing clients into appropriate programs and keeping track of their progress. The incumbent also works in an office setting where the probability of injuries is low.