

Medina County Job and Family Services

Position Description

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| Division: | Business Services |
| Unit: | Client Support Services |
| Supervisor: | 11300.0 Lisa Earle |

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| Classification: | Eligibility Specialist 1 | Working Title: | Child Care Specialist/ Transportation Coordinator |
| Class Number: | 30121 | Position Control Number: | 30507.0 |
| Status: | Bargaining | Pay Range: | 27 |

Summary of Essential Duties

Under the direct supervision of the unit supervisor, interview public assistance clients for initial and/or ongoing eligibility for minor public assistance programs, including, but not limited to Covered Families and Children (CFC) Medicaid, Food Assistance, Expedited Food Assistance, Prevention, Retention and Contingency (PRC), IEVS, Food Assistance Employment and Training (FAET), Child Care and Transportation. May also determine ongoing eligibility for public assistance clients who have been previously determined eligible for community Medicaid, Nursing Home or Ohio Works First (OWF) Programs.

Functions of the Position

1. Is familiar with and functions in accordance with the classification specifications and agency policies and procedures.
2. Presents self in a professional, ethical and culturally sensitive manner to co-workers, staff, other agency personnel and the public.
3. Returns phone calls and correspondence in a timely manner, adhering to agency policy and time frames.
4. Determines initial and/or ongoing eligibility for minor public assistance programs (i.e., HealthChek, At Risk Pregnancy, Child Care, Transportation, etc.).
5. Gathers verifications, enters data into CRISE or other required databases, completes case dictation and assures accurate case records. Maintains Universal Database as required.
6. Explains rights and responsibilities to clients and provides information about community resources. If additional information is needed before case completion, provides written documentation of needed information. Follows up by phone and/or mail.
7. Completes program eligibility determination within established program time frames.
8. Processes case changes in a timely manner.
9. Initiates complaints to Benefit Recovery Unit to determine benefit overpayments.
10. Transportation Coordinator duties include: acting as a liaison between Medina County Transit and other transportation providers and work school personnel and processing the quarterly transportation report. Reviews monthly billing, determines eligibility and maintains spreadsheets, sanctions for non compliance, assists Benefit Recovery with supportive services.

11. Represents the agency at hearings and/or court. Completes required paperwork.
12. Performs general clerical tasks (i.e., filing, making copies, data entry).
13. Acts as liaison with other staff members and departments, the general public, clients, vendors, community groups and other agencies.
14. Provides backup to unit members as needed.
15. Attends required meetings and training. Maintains training documentation for easy reference. Co-employees shall assist in the training of new employees as the Employer determines necessary and practical for the efficient operation of the Department.
16. Meets all job safety requirements and all applicable OSHA safety standards that pertain to job duties.
17. Performs other duties as assigned.

Knowledge, Skills and Abilities

Knowledge of: Federal, State and local laws, rules and regulations governing eligibility for public assistance programs; Social Welfare Issues; general knowledge of Benefit Recovery processes; Computer operations and systems used in Agency; Data processing procedures; Office equipment (i.e., copy machine, fax machine, printers, scanners); Office practices and procedures; Interviewing principles; Relevant agencies and community programs for referrals; Public relations issues.

Skill in: Interviewing; English grammar and composition; oral communication; writing; listening; organization; computer operations; typing; word processing; public presentation and speaking.

Ability to: Counsel clients involving simple or routine matters; use computers; enter data; perform computer operations; perform intermediate mathematical operations; gather, collate and summarize data in dictation; write reports; type; extract information from various sources; collect facts, interpret technical material; work as a team; understand manuals and verbal instructions; complete forms; proofread materials; recognize unusual or threatening situations; work with the elderly, physically and mentally challenged; sort items into established categories according to established methods; resolve recurring problems; comprehend a variety of complex, technical, written material; give and exchange facts and routine information; listen to clients for problems and provide responses or explanations in finding a resolution to the problem; interact with hostile or angry individuals; maintain accurate case records; work independently and make decisions; prepare correspondence; work on multiple tasks; explain technical issues, assignments and procedures to clients; keep paperwork and files in order, numerically, alphabetically and/or chronologically.

Qualifications

Bachelor's Degree or higher from an accredited institution

Or

Associate's Degree from an accredited institution and one (1) year relevant paid experience

Additional Requirements

Must successfully undergo BCI background check
Successfully complete an alcohol and drug screening
Possess a valid Ohio Driver's License
Provide proof of eligibility to work in the United States

Inherently hazardous or physically demanding working conditions:

May encounter irate clients or individuals; may have some exposure to individuals with contagious or communicable disease; is occasionally exposed to unsanitary conditions (insect infestation, bodily wastes) or odors; may have some exposure to common chemicals found in an office environment, such as toner and correction fluid.

Eligibility Specialist 1 P.C.N. 30507.0

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| List Position Numbers and Class Titles of Positions directly supervised: | Signature of Agency Representative: | Date: |
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