

# Medina County Job and Family Services

## Position Description

<b>Division:</b>	Eligibility Services
<b>Supervisor:</b>	20200.0 Debbie Kiley

<b>Classification:</b>	Trainer	<b>Working Title:</b>	Trainer
<b>Class Number:</b>	30123-Medina	<b>Position Control Number:</b>	21401.0
<b>Status:</b>	Non Bargaining	<b>Pay Range:</b>	29

### Summary of Essential Duties

Under the direct supervision of the designated Eligibility Services Supervisor, coordinates or assists in the coordination of agency training programs, by planning, designing and evaluating programs for use by agency staff and community partners. Develops and trains for in-house policies and procedures regarding public assistance in collaboration with management. Plans and implements training for new hires. Provides feedback on trainee progress and makes recommendations regarding employee's ability to function in the position. In collaboration with Eligibility Supervisors, assists in identifying training needs for Eligibility Services Division through QA data, worker surveys, and /or new or modified regulations. Presents training to staff and community partners via lectures and other appropriate methods. Determines initial eligibility for Community Medicaid, Nursing Home, Ohio Works First (OWF), Disability Determination requests and decisions, Waiver Services and nursing home placement, Food Assistance (FA) and all other public assistance programs. Monitors/manages public assistance clients for ongoing eligibility for the Community Medicaid, Nursing Home, Ohio Works first (OWF), Food Assistance (FA), Disability Determination Administration (DDA), Medical Services, Waiver Services and nursing home placement. Training Officer will process public assistance overpayments and under issuances. Conduct in-house reviews of public assistance cases to detect correctness and reduce errors in public assistance cases previously processed by Eligibility Specialists. The Training Officer also provides statistical reports on error rates and is responsible for coordinating and interpreting state and federal review policies and procedures and appropriately training eligibility staff. Required to maintain a small caseload in order to remain fluent in case work and CRISE activity. Attends meetings, workshops and seminars concerning or relating to training and quality assurance.

### 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. Interprets policy and develops and conducts training for in-house policies and procedures regarding public assistance in collaboration with management.
  5. Maintains training documentation for easy reference. Shall coordinate and/or assist in the training of co-workers determined necessary and practical for the efficient operation of the Department.
  6. Evaluates competency of trainees and makes information available to supervisors.
  7. Maintains a data base of types of training provided, how often and to whom.
  8. Conducts in-house reviews of public assistance cases, detecting and correcting error rates in public assistance cases.
  9. Coordinates state reviews and provides statistical reports on error rates in public assistance cases.
  10. Monitors established criteria of Program Performance Measures as dictated by ODJFS.
  11. Determines initial eligibility for Community Medicaid, Nursing Home and Ohio Works First (OWF) programs or any other Public Assistance programs (i.e., conducts interviews, gathers verifications, documents and maintains case records/data, completes case dictation).
  12. Communicates with public and clients by phone, mail or in person.
  13. Maintains ongoing caseload to determine continued eligibility for public assistance for Community Medicaid, Nursing Home, OWF or any other Public Assistance programs, conducting interviews, maintaining case records, entering data into CRISE, filing, completing case dictation and tracking clients enrolled in education and/or training programs and assisting ongoing clients in job search/retention activities.
  14. Initiates complaints to Benefit Recovery to determine public assistance overpayments and under issuances.
  15. Determines initial and ongoing eligibility for minor programs including, but not limited to, Food Assistance, Healthy Start, Transitional Medicaid, Low-Income Medicaid, FAET and other relevant work activity programs, and Prevention, Retention and Contingency (PRC) services, utilizing all above mentioned case work procedures.
  16. Represents the agency at hearings and/or court and acts as conciliatory worker for hearings requested regarding public assistance programs. Completes required paperwork.
  17. Performs general clerical tasks (i.e., filing, making copies, data entry).
  18. Acts as liaison with other staff members and departments, the general public, clients, vendors, community groups and other Job and Family Service agencies.
  19. Attends required meetings and trainings.
  20. Meets all job safety requirements and all applicable OSHA safety standards that pertain to job duties.
  21. 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; basic agency policies and procedures; training program planning, development, implementation and presentation; teaching and learning principles; training, transfer of learning and evaluation; programs for referrals; research techniques; data processing procedures; public relations issues; computer operations and systems used in the Agency (i.e. PowerPoint and Access); Social

Welfare Issues; coordinating work activities; process of Benefit Recovery (i.e., overpayments and under issuance, regulations, notification of suspected fraud); office equipment (i.e., copy machine, fax machine, printers); office practices and procedures; interviewing principles; relevant agencies and community programs for referrals; general child support process; development and implementation of a case plan and self-sufficiency contract; assessing medical, physical and psychological barriers to employment (e.g., low self esteem, abusive relationships); vocational career issues; sampling techniques for random selection of case reviews; agency workshops, meetings and seminars.

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

**Ability to:** Use computers; perform computer operations; perform intermediate mathematical operations; gather, collate and summarize data; develop new procedures and policies; interpret policies and procedures; analyze information and detect errors in the work of others; answer routine questions from staff; develop and write reports; extract information from various sources; collect facts; interpret technical material; understand manuals and verbal instructions; complete forms; proofread materials; sort items into established categories according to established methods; resolve recurring problems; type; recurring problems; comprehend a variety of complex, technical, written material; give and exchange facts and routine information; coordinate the work activities of others; recognize unusual or threatening situations; 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 and one (1) year experience as an Eligibility Specialist 2,

or

Associate Degree or the equivalence of Junior Class standing from an accredited institution and two (2) years experience as an Eligibility Specialist 2,

or

### **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), odors; may have some exposure to common chemicals found in an office environment, such as toner and correction fluid.

**Trainer 21401.0**

<b>List Position Numbers and Class Titles of Positions directly supervised:</b>	<b>Signature of Agency Representative:</b>	<b>Date:</b>
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