

Medina County Job and Family Services

Position Description

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| Division: | Eligibility Services |
| Supervisor: | 21200.0 Cheryl Mason |

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| Classification: | Eligibility Specialist 2 | Working Title: | OWF Case Manager |
| Class Number: | 30122-Medina | Position Control Number: | 21202.0 |
| Status: | Bargaining | Pay Range: | 28 |

Summary of Essential Duties

Under the direct supervision of the unit supervisor, interviews public assistance clients for initial and/or ongoing eligibility for major programs including Community Medicaid, Nursing Home, Ohio Works First (OWF) and Disability Assistance (DA), as well as minor programs (i.e., Covered Families and Children (CFC) Medicaid Programs, Food Stamps, Prevention, Retention and Contingency (PRC), etc).

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. Conducts interactive interviews to determine initial eligibility for major public assistance programs (i.e., **OWF, Disability Assistance (DA), Community Medicaid**, and Nursing Home programs). Interviews may be conducted in office and/or field.
5. Determines initial and ongoing eligibility for minor programs (i.e., Food Stamps, Covered Families and Children (CFC) Medicaid programs, and Prevention, Retention and Contingency (PRC) services, Child Care).
6. Completes financial assessments as well as assessments concerning employment, disability, education and training status.
7. Gathers verifications, enters data into CRISE or other required data bases, completes case dictation and assures accurate case records. Maintains Key Performance Measures (KPM) data base.
8. Explains rights and responsibilities to clients. If additional information is needed before case completion, provides written documentation of needed information. Follows up by phone and/or mail.
9. Completes program eligibility determination within established program time frames.
10. Maintains ongoing caseload to determine continuing eligibility for public assistance for OWF, DA, Food Stamps, Medicaid or any other applicable public assistance programs.

11. Processes alerts and case changes in a timely manner.
12. **A. Assesses client employability, assigns to work component, completes self-sufficiency contract, follows up progress and sanctions for non-compliance.**
 - B. Determines eligibility for individuals who are aged, blind and disabled (i.e., CMS process for individuals claiming a disability, Community Medicaid, Nursing Home assistance and Waiver programs). Must timely release monthly spenddown medical cards, review all cases for improper transfer of resources and complete resource assessments.
13. Completes home visits as needed.
14. Initiates complaints to Benefit Recovery Unit to determine benefit overpayments and under issuances.
15. Represents the agency at hearings and/or court. Completes required paperwork.
16. Performs general clerical tasks (i.e., filing, making copies, data entry).
17. Acts as liaison with other staff members and departments, the general public, clients, vendors, community groups and other Job and Family Services agencies.
18. Attends required meetings and training. Maintains training documentation for easy reference. Shall assist in the training of co-workers determined necessary and practical for the efficient operation of the Department.
19. Meets all job safety requirements and all applicable OSHA safety standards that pertain to job duties.
20. 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; coordinating work activities; process of Benefit Recovery (i.e., overpayments and under issuance, regulations, notification of expected fraud); computer operations and systems used in Agency; data processing procedures; office equipment (i.e., copy machine, fax machine, printers); office practices and procedures; interviewing principles; relevant agencies and community programs for referrals; public relations issues; training and development issues; assessing medical, physical and psychological barriers to employment (e.g., low self esteem, abusive relationships); general child support process; development and implementation of a case plan and self-sufficiency contract; available training and programs for referrals; vocational career issues; research techniques.

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

Ability to: Coordinate the work activities of others; advise 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

Completed Bachelors Degree or higher from an accredited institution and one (1) year paid experience in a position with experience in KSA=s including interviewing, budgeting, office practices, computer operations and customer relations in a governmental agency or private sector business,

or

Completed Associate=s Degree or the equivalence of Junior Class standing from an accredited institution and two (2) years paid experience in a position with experience in KSA=s including interviewing, budgeting, office practices, computer operations and customer relations in a governmental agency or private sector business,

or

Pursuing a degree program with a minimum of thirty (30) hours completed or the equivalence of Sophomore Class standing from an accredited institution and one (1) year or more experience as an Eligibility Specialist 1 or higher position for MCJFS,

or

Two (2) or more years experience as an Eligibility Specialist 2 or higher position with extensive experience in determining eligibility for financial assistance, food stamps, medical program eligibility and/or processing nursing home applications, CMS or Community Medicaid programs.

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.

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