

## ECONOMIC SUPPORT SPECIALIST

### FUNCTION OF THE JOB

Under supervision, performs varied and complex work to determine initial and continuing eligibility for economic assistance programs and appropriate benefit levels; performs other duties as required.

### CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Conducts interviews with clients in a call center to obtain financial and non-financial information necessary to determine eligibility for benefits; clarifies discrepancies; and analyzes the needs of the client in order to make necessary referrals to programs.
2. Secures, analyzes, interprets, and determines validity of client statements and documentation including, but not limited to, legal documents, income tax forms, real estate contracts, evidence of immigration status, trust documents, and financial, medical, and employment records; identifies and investigates questionable information.
3. Determines initial and continued eligibility and benefit levels within specific time limits through reviewing and monitoring the income and assets of clients, analyzing and applying program rules, reconciling benefit levels, and ensuring timely written notification is sent citing appropriate regulations or statutes for granting or denying benefits.
4. Prepares and monitors clients' monthly budget computations using complex mathematical formulas and computations, analysis of automated reports, and detailed bookkeeping procedures.
5. Utilizes multiple complex computer programs and databases to record, research, investigate and verify information, assist in computing benefit levels, and record and monitor case activity.
6. Establishes and maintains electronic and paper case files to ensure benefit assistance history, verification, documentation, and correspondence accurately reflect benefit issuances and error corrections.
7. Answers questions from and provides information and explanations to clients, department staff, and other agencies regarding financial assistance and rights and responsibilities; assists clients in completing forms; endeavors to adjust complaints.
8. Researches and prepares written summaries and appears as the agency representative at administrative hearings related to the denial, termination, or reduction of economic assistance to clients.
9. Analyzes applications and recertifications identified as error prone; assists in the investigation and referral of suspected welfare fraud cases; reviews case files, computes overpayments, and testifies in court.
10. May conduct a quality assurance review of cases to ensure correct benefit decisions and issuance; records errors; determines corrective action and ensures it is taken in a timely manner.
11. May compile monthly statistical information regarding error types and amounts, advise supervisors about error trends for both individual staff and the entire unit.
12. May provide assistance, training, and mentoring to staff regarding interpretation and application of program policies, rules, and regulations; may also provide technical assistance with computer functions.
13. May perform special projects in such areas as quality management, surveys, policy coordination, and/or public speaking.
14. Establishes and maintains effective working and public relationships with clients, families, community agencies, County staff, governmental agencies, contract staff, medical or daycare vendors, and the general public.
15. Performs other duties as required.

## QUALIFICATIONS

### Essential Knowledge and Abilities

1. Considerable knowledge of federal, state, and county compliance standards, regulations, and eligibility factors of need determination for complex financial assistance.
2. Considerable knowledge of programs and services available through the Department of Health and Human Services, community agencies, governmental entities, and appropriate contract agencies.
3. Considerable knowledge of computerized department programs and software, internet access, and database, spreadsheet, and word processing programs.
4. Considerable knowledge of the socio-economic factors in the community.
5. Ability to interpret, analyze, and apply federal, state, and local laws, regulations, policies, and procedures regarding economic assistance programs.
6. Ability to establish and maintain effective working relationships with clients, families, community agencies, county staff, governmental agencies, contract staff, medical or daycare vendors, and the general public.
7. Ability to utilize investigative interviewing to obtain necessary information from clients, verification sources, and other agencies for the purpose of maintaining detailed records.
8. Ability to perform complex mathematical computations and interpret financial and other complex documents.
9. Ability to effectively communicate complex information to a diverse group of clients both orally and in writing.
10. Ability to analyze, prepare, and maintain detailed, accurate information, records, reports, and other documents.
11. Ability to work independently and exercise judgment in organizing and prioritizing work within program time limits.
12. Ability to work with a high degree of accuracy and timeliness in a high-volume environment.
13. Ability to plan, organize, and direct the work of others and to train employees in program policies, regulations, and procedures.
14. Ability to understand, implement, and utilize state of the art computer technologies and programs.
15. Ability to establish and maintain effective working and public relationships with clients, families, community agencies, County staff, governmental agencies, contract staff, medical or daycare vendors, and the general public.
16. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.

### Training and Experience

1. High School Diploma or GED.
2. Three (3) years of post high school work experience in financial counseling, analysis or planning; child support, paralegal work, economic assistance, independent research or investigation, counseling in a human service agency, interpreting and applying complex rules or regulations, or related work experience.
3. Post high school education from a recognized college or university may be substituted for the work experience on a year-for-year basis.