

## HURON COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES

### JOB POSTING



**POSITION TITLE:** Eligibility/Referral Specialist 2  
**Posted Date:** 12/3/2021  
**Posting Number:** 2021-26  
**Department:** Family Support Services/ Workforce Development  
**Reports to:** Family Support/Workforce Development Administrator  
**Status:** Bargaining  
**FLSA Status:** Non-Exempt  
**Classification Number:** 30122  
**Hours:** 8:00-4:30 P.M. (flexible)

#### **MINIMUM QUALIFICATIONS:**

1. One year of experience as an Eligibility/Referral Specialist 1; -or-
2. Two years' experience as Unit Support Worker 2; -or-
3. 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-
4. Completion of two years 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 word processing. Or two courses or one year of experience in behavioral science, social science, or customer service techniques, one course or six months experience in business, one course or six months experience in interviewing techniques, and one course or six months experience in typing, keyboarding or word processing; -or-
5. **Education, training and/or experience in an amount equal to the Minimum Qualifications stated above.**

**PREFERRED QUALIFICATIONS:** Bachelor's degree in Human Services or related field

**Starting Wage:** \$14.64 per hour plus education and longevity; \$1.50 increase January 1, 2022.

#### **SUMMARY**

Interviews public assistance applicants and determines their eligibility for agency programs and services which include SNAP, TANF, PRC, CCMEP, Childcare, and Medicaid. Performs case management services for clients to help with the removal of employment barriers. Maintains working knowledge of available community resources and makes referrals when appropriate.

## **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

- Interviews applicants/recipients to determine initial and ongoing eligibility for all or multiple categories of public assistance and workforce development programs (i.e. PRC, CCMEP WIOA Youth, CCMEP TANF Youth, WIOA Adult and Dislocated, Childcare, OWF, SNAP, and all Medicaid programs) in accordance with established guidelines.
- Gathers and verifies all required documentation submitted to support eligibility guidelines and compute budgets.
- Approves or denies program benefits based on information provided by participants and reasonably obtained through supportive systems.
- Explains program procedures including rights and responsibilities to applicants/recipients.
- Maintains accuracy rate standards by following developed agency policy and state, federal, and local rules/guidelines.
- Takes and responds to all phone calls as directed.
- Enters all initial and ongoing data/information into the appropriate benefit tracking systems.
- Performs case management services for all participants as required based on program guidelines.
- Schedules and conducts regular counseling meetings with clients to discuss employment barriers and progress on employment goals.
- Establishes and revises employability plans (i.e. self-sufficiency contracts, individual plans for success, training plans, individual opportunity plans, employability plans, and/or seek work employment plans);
- Makes referrals to other social service programs and/or agencies; training programs, workshops, educational programs, and employment opportunities.
- Communicates with involved partners about participants progress.
- Tracks progress to ensure client is meeting outcomes to remain eligible for employment services.
- Processes changes (i.e. address changes, household changes, household composition, assistance needs, resources and income, and other necessary entries) and data alerts in a timely manner within the proper benefit processing system.
- Prepares notification letters informing recipients of case changes (reduction, termination, no change).
- Confers with supervisor regarding problems encountered with participant and determines a resolution.
- Acts as primary contact with other departments, agencies and professionals regarding participant's employment needs.
- Attends and assists clients in the hearing process, appears at hearings upon request and processes necessary paperwork.

- Investigates all complaints concerning lost or stolen public assistance benefits and prepares claim paperwork for improper payments.
- Works in the OMJ as scheduled/as needed and assists OMJ clients who have more intensive job search needs.
- Meets program deadlines.
- Must possess a valid State of Ohio's driver's license and auto insurance in accordance with ORC 4509.5.
- Must demonstrate regular and predictable attendance
- Other duties as directed by Supervisor, Administrator and/or Executive Director.

### **NON- ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

- Attends conferences, workshops and training sessions pertinent to job duties to meet state mandates.
- Participates in team conferences to discuss customer outcomes and to streamline OMJ and workforce case management services.
- Cooperates with in-house teams, units, and community and health agencies.
- Facilitates internal workshops and provides back up for rapid response activities as needed.
- Meets all job safety requirements and all applicable OSHA safety standards that pertain to the position.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge in SNAP, TANF, Childcare, Medicaid, and PRC laws, rules, and best practice standards.
- Knowledge and understanding of issues that create employment and/or education barriers and how to eliminate them.
- Knowledge of community resources and referral options.
- Knowledge of Ohio public assistance and workforce development computer systems.
- Skill in client engagement, interviewing techniques, and case management.
- Skill in adding, subtracting, and multiply & divide whole numbers.
- Skill in establishing and maintaining effective working relationships.
- Ability to connect clients to community resources.
- Ability to prepare and maintain accurate and concise written records, case notes, and reports.
- Ability to maintain confidentiality.
- Ability to communicate and work effectively with others.
- Ability to meet strict deadlines.

**HOW TO APPLY:**

If interested submit Resume and Employment Application to Lara Hozalski, Deputy Director of Human Resources, 185 Shady Lane Drive, Norwalk, Ohio 44857 or [lara.hozalski@jfs.ohio.gov](mailto:lara.hozalski@jfs.ohio.gov) .

You can find our application at: <https://www.huroncountydjfs.com/careers>

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