

GREEN LAKE COUNTY JOB DESCRIPTION

TITLE: ECONOMIC SUPPORT WORKER (ES)

DEPARTMENT: HEALTH & HUMAN SERVICES/ECONOMIC SUPPORT UNIT

LOCATION: GOVERNMENT CENTER

SUPERVISOR: ECONOMIC / CHILD SUPPORT UNIT MANAGER

SUMMARY:

The individual in this position develops knowledge and skills to assess and issue public assistance benefits to eligible clients. Determines eligibility for Medicaid, Child Care, Food Share, Long Term Care services, and Energy Assistance.

DUTIES AND RESPONSIBILITIES:

- Meet with potential applicants to assess current situation, gather information, examine available resources, and explain program requirements.
- Work with consortium of 9 counties in a Call / Change Center to provide participants quality customer service, the correct amount of benefits and the coordination of services.
- Perform eligibility determinations, redeterminations and changes for applicants/recipients of Food Stamps, Medical Assistance, Child Care, Long Term Care, Energy Assistance, and other supportive services as directed by the Unit Manager.
- Make referrals to various agencies and community resources.
- Maintain case records and case data for entry into Economic Support Systems (CARES) and other software and internet-based eligibility systems (CWW) in an accurate and timely manner.
- Research interpret, and explain federal, state and local policies governing eligibility, legal rights, and responsibilities of applicants and participants.
- Collect, investigate and verify data regarding applicants/recipients financial and non-financial situations.
- Ensures that client confidentiality is maintained at all times.
- Perform other job duties as assigned; Child Care authorization/payments, fraud prevention, program overpayments, Energy Assistance Emergency Crisis, Pro-Active Energy Assistance, and Child Support court orders and adjustments.
- Attend staff meetings and county and state training.

SKILLS AND ABILITIES:

- Must complete DWD training and complete certification standards for Economic Support. This may require attending training out of the area
- Ability to function under pressure from clients and deadlines
- Ability to conduct formal interview and informal discussion
- Ability to relate warmly and sensitively to client's needs
- Ability to use mathematics accurately and keep accurate records
- Ability to communicate effectively in written and oral format
- Ability to follow and effectively carry out verbal and written instructions
- Ability to maintain customer and program confidentiality
- Ability to reach, interpret and absorb complex manual material
- Ability to make decisions in accordance with laws, regulations and established policies
- Ability to use CARES and other computer and internet-based systems related to eligibility determination not required, but preferred
- Ability to establish and maintain effective working relationship with co-workers, customers, other agencies and the general public
- Comprehensive knowledge of community programs and case management practices
- Basic budgeting and personal finance assessment skills
- Valid Wisconsin Driver's License
- Access to an insured vehicle
- Material and equipment used:
 - -General office equipment
 - -Computer
- Must pass written math test and typing test of 30 WPM

QUALIFICATIONS:

EDUCATION: High School diploma

EXPERIENCE / JOB KNOWLEDGE: 1-2 years' experience

WORKING CONDITIONS:

PHYSICAL DEMANDS: Over 75% of the time is sitting, hearing (listening), using near vision activities and medium handling. 15% of the time is spent feeling, low level lifting (10 pounds or less) and keyboarding. 10% of the time is spent walking, sitting, low carrying, low pushing/pulling activities and low handling. In unusual or non-routine situations, this position may be required to stoop, reach, low to medium lifting (20-40 pounds), and high pushing/pulling.

Management's assignment of essential functions is not designed to limit the manner in which duties may be accomplished. Management shall comply with all applicable workplace laws and shall communicate with any employee with a disability to determine the availability of a reasonable accommodation(s) to allow the employee to perform the essential functions of the job.

ENVIRONMENTAL DEMANDS: Over 75% of the time is spent inside. In some instances, this position may be at risk of physical attack or injury from clients. In unusual situations, situations of temperature changes, noxious odors and poor ventilation may exist.

This is a public service position. Employees are required to be courteous, cooperative and respectful at all times with the public and clients. This includes establishing and maintaining courteous, cooperative and respectful working relationships with other employees, supervisors and public officials.

This position description has been prepared to assist in defining job responsibilities, physical demands, working conditions and needed skills. It is not intended as a complete list of job duties, responsibilities and/or essential functions. This description is not intended to limit or modify the rights of any supervisor to assign, direct, and control the work of employees under supervision. The county retains and reserves any and all rights to change, modify, amend, add to or delete from, any section of this document as it deems, in its' judgment, to be proper.

Green Lake County provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, Green Lake County complies with applicable state and local laws governing nondiscrimination in employment in every location in which the Green Lake County has facilities. This policy applies to all terms and conditions of employment.

2/98

Revised 4/07, 09/11, 2/12, 11/12, 3/13, 8/16, 9/16

Approved County Personnel 10/20/16