

JOB OPPORTUNITY

OTTAWA COUNTY DEPARTMENT OF JOB & FAMILY SERVICES

CLASSIFICATION: Bi-Lingual (Spanish Speaking) Eligibility/Referral Specialist 2 (30122)

POSITION NUMBER (PCN): 20009.0

DIVISION: Income Maintenance

JOB LOCATION: 8043 W. SR 163, Suite 200 Oak Harbor, Ohio 43449

HOURS OF WORK: 8:00 a.m. - 4:30 p.m. M-F PAY RANGE: E - \$ 14.44 – 18.20/ hour, plus \$.40/hour bi-lingual pay supplement

APPLY: Ottawa County DJFS
8043 W. State Route 163, Suite 200
Oak Harbor, OH 43449

Supervisor: Irma Torres

DATE POSTED: March 18, 2019

DEADLINE: March 29, 2019, 4:30 p.m.

THIS POSITION IS: Permanent Full-Time Within Bargaining Unit Classified

JOB DUTIES: Conducts interactive interviews to determine initial and ongoing eligibility for public assistance programs. Computes budgets and verifies all documents submitted. Approves/ denies all applications/ reapplications manually and via computer systems. Conducts assessment of clients and/or applicants in order to determine and address potential employment barriers and opportunities. Explains client rights and responsibilities and associated requirements for public assistance programs. Prepares and maintains documentation and case files for initial and ongoing casework, changes, and/or any re-determination of eligibility or sanction to benefits. Makes necessary changes to cases, informing clients of all actions taken. Assists client with State Hearing/ County Conferences as needed. Prepares sanction hearing appeal summaries. Maintains regular and predictable attendance (essential function).

Maintains communications with ongoing public assistance clients to determine their continued eligibility for public assistance. Ensures accurate case records and documentation in appropriate state and local tracking systems and software. Update case records, as needed, for initial and ongoing cases. Answers questions and inquires, explains programs, and prepares forms and notifications. Makes referrals to other departments within the agency or other agencies in the community as needed. Makes investigation referrals on cases of suspected fraud or over-issuance. Conducts self in a professional manner at all times, respects agency and client confidentiality principles. Attends related training, meetings as requested. Informs supervisor of program/process problems. Performs all other duties as assigned.

MINIMUM QUALIFICATIONS:

Minimum of twelve months in current position; AND

Written and oral proficiency in Spanish languages; AND

One year experience as an Eligibility/Referral Specialist 1; OR two years experience as Unit Support Worker 2 or Clerical Specialist 2; OR completion of undergraduate major core course work 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 completion of two years of technical education in behavioral science or social science, one course or six months experience 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 mathematics, one course or six months experience in business English, one course or six months experience in interviewing techniques, and one course or six months experience in typing, keyboarding or word processing. OR education, training and/or experience in an amount equal to the Minimum Qualifications stated above.

A verbal and/or written proficiency assessment may be given as part of the selection process.

The Ottawa County Department of Job and Family Services does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services.