

**POSITION DESCRIPTION  
VILAS COUNTY**

**SECTION I: GENERAL INFORMATION**

**DRAFT**  **FINAL**

<b>Position Title:</b> ECONOMIC SUPPORT SPECIALIST	<b>Department:</b> Social Services
<b>Immediate Supervisor's Position Title:</b> Social Services Director	<b>FLSA Status/Pay Classification Code:</b> Non-Exempt/17
<b>Original Description Date:</b> October 2000	<b>Revised Date:</b> August 2015
<b>Oversight Committee:</b> Social Services Board	<b>Approved Date:</b>
<b>Approved by:</b> Human Resources	<b>Approved Date:</b> August 2015

**Job Summary:**

The Economic Support Specialist position is subject to the direction of the Social Services Director with job specific direction provided by the Northern Income Maintenance Consortium. Provides information to clients and potential clients regarding availability of government services and benefits for clients in 12 counties in the State of Wisconsin. Individual provides information about and determines eligibility for categorical aids available through public assistance programs such as BadgerCare, FoodShare, Family Care and EBD Medicaid and additional programs. Position has extensive contact with the public and other staff within the department. Position exercises independent judgment and decision making within established state, federal and county regulations and guidelines.

**SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Receives phone calls from the public regarding a variety of public assistance questions, assesses client needs; and makes appropriate referrals to various community resources.
2. Conducts investigative interviews, review client statements and complete a detailed case documentation. Assess client's needs for public assistance programs by calculating reported income and financial information, applying information to program rules and determining eligibility and level of benefits.
3. Clarify and resolve discrepancies of data provided by various sources, employers; Social Security Administration, etc. and process for reconciliation as needed. If necessary report to Fraud Coordinator.
4. Processes reported changes to determine eligibility or continued eligibility for public assistance programs which includes use of investigative interviewing, and application of federal and state laws, regulations, policies and procedures to individual case circumstances.
5. Clearly and carefully documents work performed, strictly enforces all eligibility requirements and accurately and thoroughly processes cases utilizing electronic case comments, computer hardware, software, and electronic systems provided.
6. Communicates effectively; includes clear concise writing/speaking skills that assure mutual understanding of customer's intent and concerns as well as program requirements.
7. Reviews data for correct benefits, completes FEV/fraud referrals as needed and outlined by Fraud Policy and Plan, and represents the department and/or gives necessary testimony in legal proceedings and fair hearings.
8. Must be knowledgeable and maintain knowledge of all applicable federal and state laws, administrative rules, established County procedures and accepted professional standards.
9. Participates in special assignments, work group, and committees to improve quality and accuracy of service delivery.
10. Maintains strict confidentiality of all client information, records, and office operations; and treats all clients, co-workers, and the general public with respect and dignity regardless of race, color, creed, disability, or nation of origin.

11. Assists with emergency planning activities, such as registration, relocation and shelter for persons subject to disasters. Participates in on-call for emergencies as advised by the Emergency Management Department.
12. All other duties as assigned.

**SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS:**

**A. Education/Knowledge:** Requires the ability to read and understand written instructions, standard practices and procedures; some knowledge of, or training in a specialized field or process; intermediate administrative support skills, bookkeeping/accounting or office routines, data entry; ability to compose and/or edit standard business correspondence. Also includes basic knowledge of mechanical or technical equipment. Equivalent to a high school diploma plus additional training in a specialized or technical field.

<input checked="" type="checkbox"/> High School Diploma or Equivalent	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred <input type="checkbox"/> N/A	Major Field of study or emphasis: Public Administration or Human Services is desired.
<input type="checkbox"/> 2 Year College Degree	<input type="checkbox"/> Required <input checked="" type="checkbox"/> Preferred <input type="checkbox"/> N/A	
<input type="checkbox"/> 4 Year College Degree	<input type="checkbox"/> Required <input type="checkbox"/> Preferred <input checked="" type="checkbox"/> N/A	
<input type="checkbox"/> Other: _____	<input type="checkbox"/> Required <input type="checkbox"/> Preferred <input checked="" type="checkbox"/> N/A	

**B. Licensure/Certification:**

<input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred <input type="checkbox"/> N/A
<ul style="list-style-type: none"> <li>Must be able to complete the state mandated training by the end of probationary period to determine eligibility criteria for clients.</li> </ul>

**C. Required Work Experience:**

<input type="checkbox"/> In addition to Education/Licensure	<input type="checkbox"/> Instead of Education/Licensure
<ul style="list-style-type: none"> <li>One to three years' experience in human services field or business administration</li> </ul>	

**SECTION IV: ESSENTIAL SKILLS REQUIRED TO PERFORM POSITION:**

- Proficient user with MS Office Suite products;
- Experience with various databases and ability to learn new systems and navigation.
- Ability to work independently and cooperatively with others.
- Knowledge of human behavior, motivation, crisis intervention, family and group dynamics.
- Must be proficient in, and display: organization, prioritization, written and interpersonal communication, moderately difficult math skills.
- Display a high degree of accuracy and understanding of Economic Support programs.

**SECTION V: RESPONSIBILITY FOR SUPERVISION OVER THE FOLLOWING POSITIONS:**

Titles of Positions Supervised:	# of Employees:
N/A	

**SECTION VI: JOB DESCRIPTION APPROVAL:**

This position description reflects an accurate and complete description of the duties and responsibilities assigned to the position:

<b>Employee Signature:</b>	<b>Date:</b>
<b>Supervisor Signature:</b>	<b>Date:</b>
<b>Human Resources Signature:</b>	<b>Date:</b>

**VILAS COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER**

This position description is intended to describe the general nature and level of work being performed by the person assigned to this job. It is not intended to be an exhaustive list of all responsibilities, duties and a skill required of the person so classified and may be subject to change by the County without notice.