



**SENECA COUNTY
DEPARTMENT OF JOB AND FAMILY SERVICES**

An Equal Opportunity Employer
POSITION DESCRIPTION

Employee Name: Vacant
Class Number: PCN 20008 .0 Bargaining
Dept./Div.: Workforce & Family Services
Reports to: Workforce & Family Services Supv 1
Normal Hours: Flex
EEO Status:

Position Title: Financial Assistance Caseworker
Class Title: Financial Assistance Caseworker
Employment Status: Full-time
FLSA Status Pay: Nonexempt
Civil Service Status: Classified
DOT (closest applicable number): 195.267-010

GENERAL DESCRIPTION: The primary purpose of the Financial Assistance Caseworker position is to interview public assistance applicants concerning their eligibility for agency programs and services; to determine their initial eligibility for one or more agency programs and services, AND/OR conduct initial interviews and/or assessments of clients and/or applicants for a variety of programs and seek to resolve barriers to employment. AND/OR contact employers to solicit employment opportunities, AND/OR interview and assess agency clients who may be eligible for Supplemental Security Income (i.e., SSI) and assist them in the SSI application process.

QUALIFICATIONS: An example of acceptable qualifications: **One year of experience as a Financial Assistance Technician. Or 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 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 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.**

LICENSURE OR CERTIFICATION REQUIREMENTS: None

EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive: **Computer, scanner, calculator, fax, telephone, photocopier.**

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:
None

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered **Sedentary** work.

JOB DESCRIPTION AND WORKER CHARACTERISTICS:
JOB DUTIES in order of importance

ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

- (1) **Reviews procedures and programs with the applicant; describes other human services, community or government programs and agencies; refers applicants as appropriate; redetermines program eligibility as necessary; updates files as necessary including: address changes; household compositions; reduction and termination of benefits; income changes; resource changes; notifies**

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investigation unit of all questions of fraud or overinsurance; prepares appeal summaries and represents the agency at hearings; conducts periodic reviews of recipients circumstances; manages ongoing functions for all or assigned categories of public assistance; answers routine inquiries by phone or correspondence; completes required reports; receives and investigates reports of lost or stolen assistance checks.

(2) Conducts interactive phone and in person interviews with applicants; keyboards information into agency computer programs; meets with applicants at office or through home visit; determines initial eligibility for public assistance including, but not limited to: nursing home; Medicaid; Ohio home waivers; SNAP Food Assistance; Ohio Works First; Disability Financial Assistance; Prevention, Retention and Contingency; and other assigned public assistance eligibility.

(3) Computes applicants' budgets; verifies all documentation in accordance with guidelines; approves or denies applications; explains rights and responsibilities to recipients.

(4) Attends meetings, as requires; coordinates and cooperates with other community and health agencies; assists with maintaining and updating food stamp and public assistance manuals; maintains and increases knowledge and skills through attendance at meetings, training seminars and in-service training sessions; performs additional duties and assignments, as requested.

(5) Maintains required licensures and certification, if any.

(6) Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.

(7) Demonstrates regular and predictable attendance.

OTHER DUTIES AND RESPONSIBILITIES:

(8) Performs other related duties as assigned by the supervisor:

MINIMUM ACCEPTABLE CHARACTERISTICS: (*indicates developed after employment)

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Knowledge of: Agency policies and procedures*; agency services and office locations*; agency programs, procedures and regulations*; office practices and procedures; database software*; agency computer programs*; available community resources*; budgeting, public relations, interviewing techniques.

Skill in: Typing; word processing; oral communication; public speaking.

Ability to: Operate a video display terminals*; resolve problems involving several variables; prepare meaningful accurate and concise reports; classify and organize records; gather and collate information; establish a rapport with recipients; communicate effectively in person and on the telephone; handle sensitive inquiries; answer routine telephone inquiries from the public; define problems, collect data, establish facts and draw valid conclusions; accurately copy and record information; interview applicants and recipients; complete routine forms; maintain confidentiality, keyboard, basic; sort items into categories; calculate fractions, decimals and percentages; maintain accurate records; maintain effective working relationships with supervisor and co-workers.

POSITIONS DIRECTLY SUPERVISED: None

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed and understand the contents of the position description.

(Signature of Appointing Authority/Designee)

(Date)

(Signature of Employee)

(Date)