

Seneca County Job & Family Services

Position Description

An Equal Opportunity Employer

Employee Name: Vacant	Position Title: Financial Assistance Caseworker
PCN: 20016.0	Class Title: Financial Assistance Caseworker
Unit: Workforce & Family Services	Employment Status: Full Time
Report to: WFS Supervisor 1	FLSA Status Pay: Non-exempt
Normal Hours: Flexible	Civil Service Status: Classified
EEO Status:	DOT: 195.267-010

General Description

Interviews public assistance applicants to determine eligibility for agency programs and services.

Education

High School Diploma or GED

Experience

- Twelve months as financial assistance technician or course work in behavioral science, social science, education or
- One course or six months experience in interviewing or
- One course or six months in typing, word processing or business math

Equipment Operated

- Computer
- Scanner
- Fax
- Telephone
- Calculator
- Copier
- Vehicles (must have valid Ohio driver's license)

Inherently Hazardous or Physically Demanding Working Conditions

None

Essential Functions

- Greets, assists and interviews applicants and recipients
- Explains agency and community programs
- Refers to other community services
- Conducts phone interviews
- Determines initial eligibility for Medicaid, SNAP, OWF, and any other applicable programs
- Ensure compliance with local, state, federal rules/laws
- Verifies documentation
- Approves and/or denies applications
- Redetermines eligibility
- Calculate and prepare financial budgets
- Answers routine inquiries by phone
- Reports alleged fraud
- Completes reports as required
- Prepares appeal summaries and presents at hearings
- Attends conferences, workshops and trainings to obtain or maintain knowledge of current regulations
- Regular and predictable attendance

Other Duties and Responsibilities

Performs other related duties as assigned.

Characteristics

Knowledge of:

- Agency policies and procedures
- Agency services and office locations
- Interviewing techniques
- Available community resources

Skills in:

- Organization
- Communication
- Writing
- Typing/Word Processing
- Computer operation
- Public speaking

Ability to:

- Conduct Interviews
- Resolves Problems
- Complete routine forms
- Gather and document data
- Professionally represent the agency
- Maintain confidentiality
- Maintain accurate records
- Maintain effective working relationship with supervisor and co-workers

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

Date

Signature of Employee

Date