

BUFFALO COUNTY POSITION DESCRIPTION

Position:	Economic Support Specialist	Department:	Dept. of Health and Human Services
Pay Grade:	8	FLSA Status:	Non-Exempt
Direct Supervisor:	Health and Human Services Director	Publish Date:	February 2023

Purpose of Position:

Under the supervision of the Director of the Department of Health and Human Services or as delegated, this position conducts advanced case management with responsibilities of a confidential nature. This employee works independently with minimal supervision in establishing eligibility for County, State and Federal Income Maintenance Programs.

Essential Duties:

- Conducts intensive, interactive interviews with applicants for public health insurance, Food Share and child care subsidies to ensure completeness and accuracy of the applications and documents and/or verify all necessary information to establish eligibility for programs.
- Accurately enters into computer all applications, changes, reviews, and case comments regarding programs, eligibility requirements, verification, income, etc. in accordance with State and Federal regulations.
- Accurately generates benefits utilizing computer logic, Federal and State Regulations, mathematical computations, and collateral contact verification.
- Performs case assessments, investigates and refers clients to other community services such as food pantries, domestic abuse services, literacy councils, child welfare agencies and AODA/mental health services when necessary.
- Maintains and updates all files and reviews cases in accordance with State and Federal regulations.
- Is responsible for all correspondence with assigned customers, responds to all telephone calls regarding the assigned cases and maintains up-to-date case comments documenting contacts with clients in person and via phone.
- Refers appropriate cases for front-end verification and Fraud investigations.
- Represents the County and provides information in fair hearings-and investigations of fraud).

- Makes personal contact with clients reviews eligibility as required and as changes occur in accordance with State and Federal regulations.
- Works effectively and professionally with clients, general public, vendors, co-workers, and employers.
- Responds to income, asset, and identification cross-matches in accordance with State and Federal regulations. This may require contact by telephone or letter to clarify or question cross-match.
- When performing elderly/disabled related Medical Assistance functions; calculates patient liability amounts and community spouse shares, divestment penalties, identifies and verifies proper and improper transfers of assets, authorizes payment of guardianship-related fees, submits appropriate paperwork to State Recovery Program, determines eligibility for waiver services and cost share amounts. Works closely with estate planners, assists with preparation of representative payee and guardianship reports, identifies and certifies hospice-eligible institution cases.
- Creates and updates childcare authorizations, including payment amounts in accordance with State and Federal regulations.
- Ability to handle aggressive and angry/hostile persons and defuse these situations.
- Ability to understand and be nonjudgmental of socioeconomic classes.
- Reviews State and Federal regulations on an ongoing basis to maintain proficiency, including Operation memos.
- Participates in in-services and staff meetings, including external meetings and training as requested. This includes state-mandated training sessions.
- Ability to work independently, with minimal supervision.
- Any related work as directed by the Director of the Department of Health and Human Services or designee.

Minimum Training, Experience, and Qualifications Required to Perform Essential Job Functions:

- High school degree or equivalent and an Associate degree or equivalent college credits in any combination of the following areas: Human Services or Human Services related field, Public/Business Administration, Economics, Accounting or Communications or equivalency of work related experience with familiarity with mathematical calculations, computers, and software applications preferred.
- Prefer advanced interviewing or counseling experience and experience working with various socioeconomic levels of the public.
- Must complete mandated training within first 6 months of hire date and must continue required continuing education throughout employment.
- A valid driver's license and access to an insured vehicle.

HIPAA Responsibility:

- All members of the workforce have a responsibility to watch for unauthorized or disclosures of Protected Health Information (PHI), to act to prevent the action, and to report suspected breaches of privacy and security policies to their supervisor, or to the Privacy or Security Officer (example of a breach: member or visitor looking through a claim or personal information left on a desk).

Language Skills:

- Ability to read and interpret documents, and laws in the English language; ability to listen to and understand information and ideas in spoken and written format so individuals may effectively understand and convey communications.

Mathematical Skills:

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

Reasoning Ability:

- Ability to apply common sense understanding to carry out instructions furnished in written, oral and diagram form. Inductive and deductive reasoning. Ability to combine separate pieces of information, or specific answers to problems, to form general rules or conclusions; includes coming up with a logical explanation of why a series of seemingly unrelated events occur together and deciding if an answer makes sense.

Physical Requirements:

- Ability to operate a variety of office equipment and machinery with some requiring complex and rapid adjustments, including computer terminal, telephone, fax machine, calculator, photocopier, and video conferencing equipment.
- Ability to coordinate eyes, hands, feet, and limbs in performing slightly skilled movements.
- Ability to exert very moderate physical effort from sedentary to light work, typically involving some combination of stooping, kneeling, crouching and crawling, lifting, carrying, pushing and pulling up to 20 pounds.
- Ability to recognize and identify degrees of similarities or differences between characteristics of shapes, sounds, and objects associated with job related objects, materials, and tasks.
- Ability to sustain prolonged visual and mental concentration.

- Ability to communicate orally and in writing with others.

Environmental Adaptability:

- Ability to work under generally safe and comfortable conditions where exposure to environmental factors such as hazardous conditions including the threat of physical attack or injury from clients in unusual situations is present only in unusual situations.

Buffalo County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee's Signature

Supervisor's Signature

Date

Date

Approved by Home Committee:
Approved by Human Resources:

February 2023
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