



CLASSIFICATION SPECIFICATION

CLASS NUMBER 30122

ELIGIBILITY/REFERRAL SPECIALIST 2

OHIO COUNTY DEPARTMENTS OF JOB AND FAMILY SERVICES

EFFECTIVE

MAY 5, 2002

The duties are arranged in order of importance. However, the specific duties and the frequencies listed may vary across counties depending on such factors as the number of other incumbents within this job classification, related classifications, and/or the size of the CDJFS. Therefore, an Eligibility/Referral Specialist 2 may not perform all of the duties listed. However, it is mandatory that the first duty (I) be performed a minimum of 20% of the time.



Summary of Essential Duties

The primary purpose of the Eligibility/Referral Specialist 2 position is to interview public assistance applicants who have never been questioned concerning their eligibility for agency programs and services (i.e., intake requests) to determine their initial eligibility for one or more agency programs and services, AND/OR conduct 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 workforce development 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.

Duties

Frequency: 40% +/- 10%

- I. Interviews public assistant applicants to determine their initial eligibility for one or more agency programs or services, excluding emergency assistance; Prevention, Retention and Contingency (i.e., PRC), Family and Children Emergency Services/Emergency Services Assistance Allocations (i.e., FACES/ESAA, AND/OR conducts initial interviews and/or assessments of clients and/or applicants for a variety of workforce development programs and seeks to resolve barriers to employment, AND/OR promotes employment services by contacting employers to solicit employment opportunities for work workforce development program participants, AND/OR interviews and assesses agency clients and assists them in applying for SSI.

Frequency: 20% +/-7%

- II. Maintains communication with ongoing public assistance clients to determine their continued eligibility for public assistance, AND/OR assesses ongoing clients' employment situation and seeks to resolve any barriers to employment these public assistance clients may be experiencing.

Frequency: 12% +/- 5%

- III. Processes public assistance overpayments and underissuances, AND/OR determines eligibility for emergency assistance and self-sufficiency assistance programs (e.g., Prevention, Retention and Contingency services [PRC], Family and Children Emergency Services/Emergency Services Assistance Allocations [FACES/ESAA]) which includes interviewing applicants, collecting necessary program verifications, documenting client needs, discussing service alternatives, assisting in the location of goods and services, making contacts with service providers, and initiating referrals.



Frequency: 12% +/- 5%

- IV. Contacts other public and private sector agencies to establish potential work experience sites for educational and/or training program participants and to establish and maintain working relationships for the provision of employment and workforce development activities.

Frequency: 8% +/- 5%

- V. Tracks clients enrolled in education and/or training programs and assists ongoing clients in job search/retention activities.

Frequency: 4% +/- 2%

- VI. Attends hearings and meetings regarding public assistance issues/cases and/or employment issues.

Frequency: 2% +/- 1%

- VII. Makes home visits.

Frequency: 2% +/- 1%

- VIII. Performs miscellaneous tasks associated with the duties of the Eligibility/Referral unit (e.g., files; operates photocopier).



**KSA'S FOR THE
JOB CLASSIFICATION OF
ELIGIBILITY/REFERRAL SPECIALIST 2**

DUTY	KNOWLEDGE	SKILLS	ABILITIES
I	Office practices and procedures; Agency computer systems (e.g., CRIS-E);* Federal, State, and local laws, rules, and regulations governing eligibility for public assistance programs; Social welfare issues; Training and development practices; Employment counseling practices; Tests and measures; English grammar and composition; Employment assessments; Medical barriers to employment; Relevant Agencies and community programs for referrals; Psychological barriers to employment (e.g., low self esteem, abusive relationships).	Typing; Word processing; Oral communication.	Extract information from various sources; Perform intermediate mathematical operations; Draw valid conclusions; Listen for problems or issues and provide responses or explanations; Interact with hostile or angry individuals; Prepare correspondence; Interview others; Work on multiple tasks/projects; Read, copy, and record figures; Interpret technical material; Apply principles to solve problems; Use computers; Identify potential public assistance fraud; Recognize unusual or threatening conditions.
II	Office practices and procedures; Federal, State, and local laws, rules, and regulations governing eligibility for public assistance programs; English grammar and composition; Research techniques.	Typing; Word processing; Oral Communication.	Interpret policies and procedures; Listen for problems or issues and provide explanations; Perform intermediate mathematical operations; Prepare correspondence; Interview others; Interpret technical materials.
III	Office practices and procedures; Federal, State and local laws, rules, and regulations; Public relations issues; English grammar and composition; Research techniques; Social welfare issues.	Typing; Word processing; Oral communication.	Extract information from various sources; Listen for problems or issues and provide responses or explanations; Negotiate with others.
IV	Office practices and procedures; Federal, State and local laws, rules, and procedures; English grammar and composition; Social Welfare Issues; JOBS programs; LEAP programs; Agency computer system (e.g., CRIS-E);* WEP program.	Typing; Word processing; Oral communication.	Extract information from various sources; Interpret policies and procedures; Listen for problems or issues and provide responses or explanations; Prepare correspondence; Recognize unusual or threatening conditions; Work on multiple tasks/projects; Use computers.
V	Office practices and procedures; Federal, State and local laws, rules, and regulations; English grammar and composition; Social welfare issues.	Typing; Word processing; Oral communication.	Interpret policies and procedures; Listen for problems or issues and provide responses or explanations; Interact with hostile or angry individuals; Perform intermediate mathematical operations.



VI	Federal, State, and local laws, rules, and regulations governing eligibility for public assistance programs; Social Welfare Issues; State Hearing Procedures.	Oral communication; Public Speaking.	Extract information from various sources; Draw valid conclusions; Listen for problems or issues and provide responses or explanations; Interact with hostile or angry individuals; Recognize unusual or threatening situations; Work on multiple tasks/projects; Read, copy, and record figures; Interpret technical material; Apply principles to solve problems..
VII	Federal, State and local laws, rules, and regulations; Employment counseling practices.	Oral Communication.	Listen for problems and provide responses or explanations; Coordinates the actions of others; Interacts with hostile or angry individuals; Read, copy, and record figures.
VIII	Office practices & procedures.		Complete forms; File material numerically, alphabetically, and/or chronologically; Maintain accurate records.

(*) Developed after employment.



Minimum Qualifications

- One year of experience as an Eligibility/Referral Specialist 1, 30121.
- Or two years experience as Unit Support Worker 2, 30112.
- 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.

Or education, training and/or experience in an amount equal to the Minimum Qualifications stated above.

Unusual Working Conditions/Hazards

The incumbent is responsible for placing clients into appropriate programs and keeping track of their progress. However, they are not directly responsible for the safety of others. The incumbent also works in an office setting where the probability of injuries is low. The office setting, like most offices, may be slightly dirty or noisy at times.