

Bilingual Eligibility Technician (1901-12) 2 vacancies

Deadline to Apply: May 20, 2019

Work Location:

Job & Family Services
Family and Adult Assistance
222 E. Central Parkway
Cincinnati, Ohio 45202

Work Hours: Full Time - 80 hours biweekly

Starting Salary: \$16.73 per hour (qualifies for a 5% pay supplement)

NOTE: Applicants for positions with Hamilton County Job and Family Services are subject to background screening in accordance with the document: "[Offenses that May Disqualify Candidates for Employment](#)." Convictions from this list may disqualify a candidate for employment with HCJFS.

Requirements (Education, Experience, Licensure, Certification):

- Associate degree or the equivalent of an associate degree (at least ninety-four (94) quarter credit hours or the equivalent in semester/trimester hours) with at least one three (3) hours course in each of the following: interviewing, office/information technology, basic mathematics, public relations, communications and nine (9) credit hours in English which must include basic grammar, writing skills and composition or two (2) years experience in public contact work involving interviewing and collecting, organizing, analyzing and interpreting complex data; or equivalent. All candidates must be able to demonstrate strong oral and written communication skills and strong interpersonal relations skills.

POSITION QUALIFIES FOR A 5 PERCENT (5%) PAY SUPPLEMENT

Applicants will need to pass a two-tier proficiency test (in a specific language) to be authorized as bilingual and to be eligible for consideration for a designated bilingual supplement.

Job Duties (Summary):

- Interviews LEP (Limited English Proficient) applicants/recipients to determine their eligibility for public assistance, including, but not limited to, Ohio Works First, Medicaid, nursing home, supplemental and emergency assistance, foster care, food, medical and financial assistance, through office, telephone or home visits (provide services in written and oral translation); computes budgets; verifies all documentation submitted to support request for assistance in accordance with public assistance guidelines; approves or denies applications; explains to participants their rights, income maintenance procedures and other available welfare services; refers applicants and recipients to other welfare units, community and/or government agencies when appropriate (i.e., child care, work activity programs, social services, Bureau of Employment Services, Social Security, etc.); collects comprehensive and complete data and enters such into applicable state and local systems; processes changes to cases that occur in between interviews, including, but not limited to initiating sanctions, reviewing new hire matches, adding individuals to case, process mail, etc.
- Receives and investigates complaints concerning lost, stolen or undelivered assistance checks; prepares and maintains case records regarding applicant/recipient eligibility status for assistance programs to include address changes; household composition, assistance needs, resources and income and other necessary entries; prepares

notification letters informing recipients of suspension, reduction or termination of assistance; prepares and refers form to investigation unit to report cases of suspected fraud or over-issuance; processes CRISE alerts; assists applicants and recipients in completing assistance or hearing appeal forms; appears with client in hearings or prepares summaries and appears in hearings upon request; processes corrections in cases identified by quality control; answers routine inquiries either by telephone or correspondence; trouble shoots and/or resolves data system inconsistencies; completes special data assignments.

- Performs other related duties as assigned.

- Attends necessary training as required.