

Crawford County Job and Family Services

*Income Maintenance*Workforce Development*Child Support Enforcement*Children Services*

JOB & FAMILY SERVICES

224 Norton Way
Bucyrus, Ohio 44820
Tel 419-562-0015
Fax 419-563-9797

CHILDREN SERVICES

224 Norton Way
Bucyrus, Ohio 44820
Tel 419-563-1570
Fax 419-562-0050

VACANT POSITION

ELIGIBILITY REFERRAL SPECIALIST 2

SUPERVISOR: IM Supervisor

BASE: \$14.76

PCN: 22004.0

RANGE: 04

DUTIES

Conducts screening at intake. Interviews applicants for all programs; determines initial and on-going eligibility for appropriate program. Assists applicants in the application process, advises applicants about rights and responsibilities. Provides information about eligibility factors. Coordinates efforts with other agencies by selecting and referring eligible applicants to special programs or services. Performs follow-up activities on all referrals. Uses all applicable computer systems to process cases and provide quality customer service.

Performs case management and recruitment activities. Maintains case files, processes required forms, and monitors case activity for continued eligibility. Shares pertinent information with inter-agency department; works with clerical staff and management to provide continuity in departmental procedures. Processes overpayments and under issuances. Tracks involvement in work activities. Prepares and presents evidence and testimony for hearings.

May perform various clerical or reception duties as needed. Maintains files accordingly to records retention schedule.

Prepares reports, statistical summaries and other documents for submission to supervisor. Attends training activities, seminars, workshops or meetings related to job related functions. Performs other duties required by supervisor or administration.

KNOWLEDGE, SKILLS, AND ABILITIES:

Typing principals, Use of agency computer including hardware (e.g. scanners) and software (e.g. document imaging and Ohio Benefits) Microsoft Office. Office practices & procedures;*Interviewing principles; Office practices and procedures; Agency computer systems 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.

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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.

****EQUAL OPPORTUNITY EMPLOYER****

**SEND A COVER LETTER, AGENCY APPLICATION (FOUND ON
WWW.CRAWFORDCOUNTYJFS.ORG), AND RESUME.
(ALL 3 ARE REQUIRED TO BE CONSIDERED)
DURING THE POSTING DATES LISTED BELOW.**

CONTACT INFORMATION: ATTN: CASSANDRA HOLTZMANN
CASSANDRA.HOLTZMANN01@JFS.OHIO.GOV OR FAX-419-563-9797 OR MAIL TO:
CRAWFORD COUNTY JOB AND FAMILY SERVICES, 224 NORTON WAY, BUCYRUS,
OHIO 44820

POSTING DATES: 2/5/2019 – 2/19/2019