



# Notice of Vacancy Stark County Job & Family Services

## Eligibility/Referral Specialist 2

### SUMMARY

Under the general supervision of the Human Services Supervisor, the Eligibility Referral Specialist II position determines initial and on-going eligibility for various county assistance programs under Stark County Job and Family Services' (SCJFS) jurisdiction, based on assignment. Responsible for following ORC codes.

### ESSENTIAL FUNCTIONS MAJOR RESPONSIBILITIES *(The functions listed below are intended to depict general job assignments, abilities and responsibilities required of this position. Other duties as assigned.)*

Aids customers that call the Customer Service Center (CSC) by answering their questions, taking appropriate actions on benefit cases, and providing them with information. Conducts interviews to determine eligibility for various state and county programs including but not limited to food assistance, cash assistance, Medicaid, and childcare; Redetermines eligibility as required by each program. Reviews and processes verifications, forms and applications received through various electronic sources. Responds to phone calls, voicemails, emails, alerts, and referrals, and meets with walk-in customers. Ensures appropriate job placement, and placement availability, customer readiness for employment, and customer compliance. Handles basic functions and interactions for employment programs such as WEP and SEP. Secures and verifies all information affecting eligibility. Calculates and manages overpayments. Prepares for and attends state hearings. Reviews in-home day care applications, conducts inspections, ensures compliance and make recommendations for in-home care eligibility and revocation of licenses. Assists in Application Computer Lab. Make referrals to (for) other services.

### QUALIFICATION REQUIREMENTS:

*To perform this job satisfactorily, the employee must be able to perform each essential duty satisfactorily. The requirements below are representative of the knowledge, skill and ability required. Reasonable accommodations may be made for individuals with disabilities.*

### EDUCATION AND EXPERIENCE

To perform this job successfully, the employee must be able to perform each essential duty satisfactorily. External candidates must have an associate's degree in human services or related field and have two years of related work experience. The applicant must demonstrate the needed upon entry KSAs by passing required selection tests. Reasonable accommodations may be made for individuals with disabilities.

To apply, please access the agency's website at [www.starkjfs.org](http://www.starkjfs.org). An online application can be found under the Careers link. Applicants have the ability to upload a letter of interest and current resume.

We are an equal opportunity employer that does not discriminate based upon sex, race, creed, color, age, national origin or disability. Applicants may request reasonable accommodations to participate in the interview process.

**NO PHONE CALLS WILL BE ACCEPTED**