

## **Consumer Specialist - Social Services Worker III (2140-12) 5 vacancies**

**Deadline to Apply: April 6, 2020**

### **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 an Hour

- 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):**

- Bachelor's degree in social services, criminal justice, human services, liberal arts, or business related field OR Associates degree in social services, human services, liberal arts, or business related field, plus 2 years experience in Child Care, Food and Nutrition Benefits, Medicaid, OWF/TANF, Workforce Development, or Workforce Investment Act Programs.

### **POSITIONS SUPERVISED:**

None

### **KNOWLEDGE, SKILLS AND ABILITIES:** (\*Indicates developed after employment)

**Knowledge of:** public relations; office practices and procedures; agency policies and procedures\*; government structure and process; counseling; interviewing; social sciences (sociology, psychology, social work).

**Ability to:** define problems, collect data, establish facts and draw valid conclusions; transcribe dictation, make appointments; gather, collate and classify information about data, people or things; handle sensitive inquiries from and contacts with officials and general public.

**Skill in:** Agency networked personal computer software and program operating systems.

**ESSENTIAL JOB FACTORS:**

Must have a valid drivers license issued by the state of residency, automobile liability insurance, and roadworthy car which can be used on the job

**LICENSURE AND CERTIFICATION REQUIREMENTS:**

None

**Job Duties (Summary):**

- Provides services for families within a child day care system which includes protective, special needs, and targeted job, education and training components. Interviews, assesses need, advises of community resources, explores options and explains rights and responsibilities. Interprets federal and state regulations and local laws. Responsible for compliance of service program with federal, state, and local laws and takes action on non-compliance. Responsible for identification of problems and coordinating intervention for continuity of care. Responsible for providing on-going case maintenance and responding to problems and inquiries regarding eligibility and case status for the Child Care call center. Assists families with securing and retaining appropriate child care.
- Maintains caseload by use of an integrated computerized data collection system by direct data entry which includes demographics, child profile, authorization, verification, provider search, placement tracking, progress notes, evaluations, payment issuance, payment reconciliation, due process and other supportive data for compliance with federal, state, and local requirements. Represents agency at compliance hearings for varied funding sources. Responsible for establishing and maintaining communication with internal department staff, community and governmental agencies. Responsible for establishing and maintaining communication with internal department staff; including Children's Services, Income Maintenance, and Child Support, as well as community and governmental agencies. Clears SETS for Child Support income and non-custodial parent demographic information. Clears CRIS-E/Ohio Benefits Worker Portal for public assistance eligibility and notifies appropriate parties of disparity in information.
- Participates on departmental special projects, provides feedback on relevant practices and procedures, and provides support as an agency representative for public speaking requests and staff orientation programs as needed. Attends necessary conferences and training sessions.

- Attends necessary meetings as required.
- Performs other related duties as assigned