

## **Protective Services Worker 2 (Phone Screener) Vacancy (2 Positions) (Full-Time)**

Classified, FLSA Non-Exempt  
Wood County Department of Job & Family Services

Starting Salary is \$18.26  
Excellent Benefit Package

### **DUTIES:**

Processes referrals for services; receives applications and redeterminations; determines eligibility for programs; assists clients on the phone or in person; enters data into computer system; prints and mails approvals/denials; scans documents into case files; completes case updates; processes changes to an ongoing case; scans verifications into case; tracks changes; terminates cases, if applicable.

Schedules and completes home visits; assists with application process; explains documents and services; provides documentation; answers questions.

Logs all contacts and submits statistics to supervisor monthly; logs all approvals and denials for assigned programs; logs all application outcomes, assessments, reassessments, ongoing cases, failed assessments and submits stats to supervisor monthly; receives state hearing requests; prepares state hearing summaries; provides testimony at state hearings.

Reviews invoices; ensures invoices are valid and forwards to fiscal unit for processing.

Monitors available community programs for new programs and changes to eligibility; schedules agency presentations for community groups; prepares handouts; assists in presenting information.

Attends meetings and trainings to remain current on program changes.

### **MINIMUM QUALIFICATIONS**

Associate's degree (including completion of at least one course in English, Math, and Social Services, e.g. social work, psychology or sociology), or any equivalent combination of education, and experience that provides the requisite knowledge, skills, and abilities for this job. Valid driver's license required.

**Send completed Wood County application\*\* and resume to PSW-2, P.O. BOX 679, Bowling Green, Ohio 43402 or email to [jfs@woodcountyohio.gov](mailto:jfs@woodcountyohio.gov) by 4:00 p.m. on Friday, October 22, 2021.**

### **AN EQUAL OPPORTUNITY EMPLOYER**

**\*\*applications can be downloaded at <https://www.co.wood.oh.us/commissioners/employment/default.html>**