

CSC Adopted: June 2014 CSC Revised: November 2014

Class Title: Benefit Programs Specialist, Senior

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Performs responsible lead work related to benefit programs determination. Evaluates eligibility of individuals and families for government benefit programs within the established policies, procedures and guidelines. Work is completed with a high degree of independence, seeking supervisory assistance only in unusually complicated and difficult cases/situations.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code	ESSENTIAL FUNCTIONS
1 S	Determines initial and ongoing eligibility for benefits and public assistance programs and services by interviewing applicants, analyzing information, and explaining rights and responsibilities, and interpreting policies.
2 S	Maintains updated and accurate caseload based upon the volume of clients who request assistance. Verifies customer statements, completes evaluations and review sheets, sets up records and files, keeps applicants informed, advises of alternatives and maintains electronic and hardcopy records.
3 S	Establishes plans for clients in establishing self-sufficiency goals for the purpose of transitioning public assistance recipients from welfare dependency by determining employability, explaining policies, procedures, and requirements, providing supportive services and establishing solutions for participation barriers.
4 L	Works as a liaison between the city and hospital by working onsite with hospital staff to identify those citizens in need of applying for medical assistance.
4 S	Possesses knowledge of basic human behavior with a working knowledge of practices of public service organizations. Keeps current by reviewing regulations and learning new ones. Maintains a current level of training and certifications in accordance with state and local requirements.
5 S	Establishes and maintains effective working relationships with others in a positive and tactful manner under sometimes stressful situations, exercises sound judgment, discretion, tact and resourcefulness in solving problems and drawing logical conclusions.
6 S	Serves as lead worker and assists supervisor by conducting program training for staff, reviewing case files and providing back-up supervision of staff, supports program supervisor by performing tasks such as ensuring staff coverage, and workload balance. May provide consultation on complex cases and may also work on complex case assignments which require dealing with information that is sensitive and confidential.

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CLASS REQUIREMENTS:

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Formal Education / Knowledge	Work requires education or training beyond high school graduation or equivalency which provides the necessary knowledge, skills and abilities. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Three years of experience in eligibility determination for government assistance programs.
Certifications and Other Requirements	Valid Driver’s License may be required depending on assignment.
Reading	Work requires the ability to read applications, manuals, verifications, case record documents, pamphlets, and agency correspondence.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write case narratives, appeal summaries, referrals, letters, reports, and general correspondence.
Managerial	Managerial responsibilities include organizing and prioritizing daily work, assessing clients, and determines eligibility.
Budget Responsibility	N/A
Supervisory / Organizational Control	Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.
Complexity	Work is governed by broad instructions, objectives, and policies. Work requires the exercise of considerable initiative and independent analytical and evaluative judgment.
Interpersonal / Human Relations Skills	Contact others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

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OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Copier, fax machine, filing, customer service, case scenario discussion or demonstration, presentations, memo/mail distribution
Sitting	C	Computer, desk work, answering telephone, meetings, interviews
Walking	F	Inter-office, to/from office equipment, to/from interview site, escorting customers, memo/mail distribution
Lifting	O	Office supplies, files, case folders, documents, manuals, books, boxes
Carrying	F	Office supplies, files, case folders, documents, manuals, books, boxes
Pushing/Pulling	F	Filing in file cabinet drawers or desk drawers
Reaching	F	Office supplies, files, case folders, manuals, telephones
Handling	F	Office supplies, files, case folders, documents, manuals, books, boxes, telephone
Fine Dexterity	F	Computer keyboard, calculator, writing, telephone keypad
Kneeling	R	Operation of office equipment, filing
Crouching	R	To check boxes, lower file cabinet drawers
Crawling	N	
Bending	F	Retrieval of filing or records, office supplies, case record information, lifting boxes
Twisting	C	To telephone from desk, to printer from computer, filing in file cabinet drawers
Climbing	F	Stairs, step stool, step ladder
Balancing	F	On stairs, step stool, step ladder
Vision	C	Computer, desk work, filing, reading, writing, interviews, case scenario demonstrations
Hearing	C	Telephone, co-workers, staff, supervisor, clients, general public, interviews, meetings, conferences, discussions
Talking	F	Telephone, co-workers, staff, supervisor, clients, general public, interviews, meetings, conferences, discussions
Foot Controls	R	Computer controls, driving
Other (specify)	N	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computer, laser or inkjet printer, copy machine, fax machine, telephone, calculator, mail meter, motor vehicle, general office supplies, paper cutter, overhead projector, TV/VCR, step stool, step ladder, Standard Windows and Office software, Internet/Intranet, State systems: Adapt, MMIS, IEVS, MEDPEND, FSCT and others, DMV, VEC and SVES, local systems include Elates, NADA Express, Sch Inq., NRHA Inq., and Learnfore

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	D
Chemical Hazards	N	Extreme Temperatures	M
Electrical Hazards	N	Noise and Vibration	D
Fire Hazards	N	Fumes and Odors	D
Explosives	N	Wetness/Humidity	M
Communicable Diseases	D	Darkness or Poor Lighting	S
Physical Danger or Abuse	D		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	X

- (1)
- (2) Neighborhood Centers

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	F
Other (see 3 below)	N

- (3)