

**ECONOMIC SUPPORT SPECIALIST**  
**COLUMBIA COUNTY HEALTH AND HUMAN SERVICE DEPARTMENT**

**POSITION DESCRIPTION**

**I. Position Summary**

The position is a full-time position in the Health and Human Service Department under the general supervision of the Economic Support Division Administrator.

**II. General Duties**

The employee in this position determines the eligibility of applicants and recipients, and provides ongoing case management, and significant call center functions for the Capital Consortium. The employee determines sources, types, and levels of assistance available and takes proper action to issue benefits for the following programs: Medical Assistance, BadgerCare Plus, FoodShare, Caretaker Supplement and Wisconsin Shares Child Care Subsidy.

**III. Essential Duties and Responsibilities**

1. Conducts investigative interviews in person or on the phone to obtain and evaluate financial and non-financial information in order to determine program eligibility.
2. Answers calls for a multi-county consortium in a call center setting up to 75% of the time; provides case status updates, answers questions, processes applications, changes and renewals; trouble shoots problems, and responds to emergency needs.
3. Interprets and applies established policies, regulations, and processes as standard practice in the accurate determination of eligibility and issuance of benefits with in the specified time frames set by County, Consortium, State, and Federal regulations.
4. Maintain an accurate caseload which is under federal and state quality assurance scrutiny, including reviewing cases for ongoing eligibility, processing documents, changes and renewals within mandated time frames.
5. Attends all mandated training regarding changes in federal and state policies and technical advancements.
6. Resolves all discrepancies through various means including investigations and cross matches/data bases; prepares Fraud and Program Integrity referrals; participates in Fair Hearings and court proceedings.
7. Assesses individuals and family's needs to make referrals to other units within the agency as well as to outside agencies as appropriate.
8. Electronically documents all service contacts and case actions.
9. Responds to quality control communication within specific time frames.
10. Regular attendance and punctuality required.
11. Performs other related duties as required or assigned.

**IV. Educational Requirements**

1. Associate or Business Degree from an accredited Vocational, College, or Technical School in a related field OR completion of State of Wisconsin Dept. of Health Services Income Maintenance New Worker Training Certificate **AND**
2. Two (2) years experience working with the public **OR**
3. Equivalent combination of training and experience.
4. Columbia County examination administered with a minimum required score of 70%.
5. Computer experience required.
6. State of Wisconsin Dept. of Health Services Income Maintenance New Worker Training Certificate obtained with six (6) months from date of hire.

## **V. Knowledge, Skills and Abilities**

1. Ability to interview and work with people from diverse backgrounds in a supportive, non-judgmental manner.
2. Ability to learn all governmental programs related to the position, interpret and explain policies.
3. Ability to accurately gather and report facts, analyze complex administrative information and issues, defining problems and evaluating alternatives, and recommending methods, procedures, and techniques for resolution of issues.
4. Skill in organizational and time management to prioritize duties to accomplish a high volume of work product while adapting to constant changes in priority.
5. Ability to understand and effectively carry out instructions with minimum supervision.
6. Ability to understand and comply with confidentiality requirements.
7. General knowledge of basic accounting and mathematical calculations.
8. Ability to utilize CARES Worker Web (CWW), Forward Health inter Change portal, Host-On-Demand (HOD), KIDS, phone and call center software, and other software and systems using multiple screens.
9. Ability to participate in, comprehend and complete twelve (12) hours of required state training and other training annually after hire.
10. Ability to communicate effectively orally and in writing.
11. Ability to function under considerable exposure to interruptions.
12. Knowledge of the principles of trauma informed care.
13. Ability to think quickly, maintain self-control, and adapt to stressful situations.
14. Ability to resolve conflicts positively and with confidence.
15. May require communicating with persons who are in crisis.

## **VI. Physical Requirements**

1. Frequent sitting, standing, bending, lifting, twisting, stretching and walking.
2. Visual acuity
3. Good manual dexterity of hands and fingers.
4. Ability to lift/carry/push/pull at least 30 pounds.

The position description should not be interpreted as all-inclusive. The intention is to identify major responsibilities and requirements of this position. There may be requests to perform job-related responsibilities and tasks other than those stated on this description.