

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 incoming calls for eight (8) counties within 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. Maintain an accurate caseload of 500 or more cases made up of adults, children, and families with unique living and financial circumstances under federal and state quality assurance scrutiny, including reviewing cases for ongoing eligibility, processing documents, changes to income, assets, household composition and renewals within mandated time frames.
2. Maintain knowledge of complicated and ever-changing Federal and State rules, policies, and procedures for numerous Income Maintenance programs that support the needs of clients.
3. Conducts investigative interviews in person or on the phone with clients and/or their legal representative to obtain and evaluate financial and non-financial information in order to determine accurate benefit levels by ensuring benefit amount and program eligibility are accurate, authorizing the issuance of benefits from multiple programs.
4. Answers calls for a multi-county consortium in a call center setting; provides case status updates, answers questions, processes applications, changes, and renewals; trouble shoots problems, and responds to emergency needs.
5. Interprets and applies established policies, regulations, and processes as standard practice in the accurate determination of eligibility and issuance of benefits within the specified time frames set by County, Consortium, State, and Federal regulations.
6. Attends all mandated training regarding changes in federal and state policies and technical advancements.
7. Assemble required verification; scrutinizing data received from other state and county agencies such as wages and benefits, taxes, asset verifications, social security, out of state benefits, child support orders, and court ordered child placement household composition.
8. Resolves all discrepancies between what is reported by applicants and recipients and what is reported by other agencies through various means including investigations and cross matches/data bases; prepares Fraud and Program Integrity referrals; participates in Fair Hearings and court proceedings.
9. Coordinate services with child support specialists for paternity establishment and enforcement of Child Support orders; explain good cause criteria for non-cooperation with child support.
10. Assesses individuals and family's needs to make referrals to other units within the agency as well as to outside agencies as appropriate.

11. Electronically documents all service contacts and case actions using numerous systems and databases.
12. Responds to quality control communication within specific time frames.
13. Represent the State and Columbia County Health and Human Services at hearings by preparing case details, collecting evidence, and providing testimony before an Administrative Law Judge.
14. Regular attendance and punctuality required.
15. 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 or Income Maintenance Certification from another state or technical college **AND**
2. Two (2) years' experience working with the public **OR**
3. Equivalent combination of training and experience.
4. Computer experience and typing of 45 wpm required.

Additional Requirements

1. State of Wisconsin Dept. of Health Services Income Maintenance New Worker Training Certificate obtained within six (6) months from date of hire.
2. Successful completion of the training required to perform duties of an Economic Support Specialist that determines eligibility for Health Care, FoodShare, or Childcare and demonstrated ability to successfully manage an economic support/income maintenance caseload within six (6) months from date of hire.
3. Ability to participate in, comprehend and complete twelve (12) hours of required state training and other training annually after 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 communicate effectively orally and in writing.
10. Ability to function under considerable exposure to interruptions.
11. Knowledge of the principles of trauma informed care.
12. Ability to think quickly, maintain self-control, and adapt to stressful situations.
13. Ability to resolve conflicts positively and with confidence.

14. 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.

12.12.23