

**Knox County Job & Family Services  
Equal Opportunity Employer**

Knox County is hiring! Please see the posting information below for more details. Interested and qualified applicants should apply by submitting a resume, cover letter and application online at <https://www.governmentjobs.com/careers/knoxcounty> or email them to Courtney L. Lower, Knox County Human Resources Director, at [courtneylower@co.knox.oh.us](mailto:courtneylower@co.knox.oh.us). Thank you!

- Title:** Eligibility Referral Specialist 1
- Department:** Job & Family Services, Public Assistance Division
- Position Type(s):** Full-time, 40 hours per week  
Non-Exempt, Classified, Bargaining Unit
- Typical Work Schedule:** 8:00 a.m. to 4:30 p.m., Monday to Friday
- Starting Wage:** \$16.93/per hour
- Objective:** Individual is responsible for determining the financial eligibility of applicants for public assistance programs. Individual refers recipients to needed services within the community. Individual maintains ongoing eligibility for assistance. Individual reports to Eligibility Referral Supervisor in the Public Assistance Division
- Minimum Qualifications:** Two years' experience as a USW 2 (30112); or completion of two courses or one year of experience in behavioral science, social science or customer services techniques; one course or six months experience in business mathematics, one course or six months experience in business English, one course or six months experience in interviewing techniques, and one course or six months experience in typing, keyboarding or word processing; plus, a high school diploma or equivalent; or education, training and/or experience in an amount equal to the Minimum Qualifications stated above. Must possess a valid Ohio Driver's License and acceptable driving record. Must meet and maintain qualifications for driving on county business as a continued condition of employment. Must be able to pass background check for FTI.
- Essential Job Functions:**
- With direction from immediate supervisor interviews and screens incoming clients and/or serves Public Assistance recipients/walk-ins in order to answer eligibility/services questions by researching case records in state computer system, computer imaging systems, and through familiarity with programs/procedures.
  - Schedules appointments as needed: relays reported changes to and sends messages to Case Managers, Supervisors and/or other appropriate staff.
  - Makes changes and documents activity in state computer system. Discusses client needs and alternatives, assisting in the location of goods and services, making contacts with service providers, and initiating referrals as assigned.
  - Explains guidelines for various programs. Performs other supportive activities as deemed necessary.
  - Interviews customers to determine needs, completes tasks required to address customer concerns or requests and performs data entry in the applicable computer system.
  - Assists customers with Medicaid application by completing a telephone interview or by entering the data into computer system from a customer's application. Takes appropriate action upon results of verification match with the federal hub. Enters all required data to create a case in state computer system to set up all applicants for applicable assistance.
  - Completes timely and accurate reports. Determines eligibility for emergency assistance (e.g. Prevention, Retention, and Contingency) which includes interviewing applicants, collecting necessary program verifications, documenting client needs, discussing service alternatives, assisting in the location of goods and services, making contacts with service providers, initiating referrals and obtaining required authorizations.
  - Communicates relevant information with internal unit staff, as well as community partners.
  - Provides culturally competent service to all clients, the public and colleagues.
  - Performs a variety of clerical case record maintenance functions including, but not limited to scanning case records and case record materials such as verifications, applications, documents/printouts, referral forms, etc.
  - Completes various PA forms (e.g., case transfers, letters, document receipts, medical information forms, etc.); copies and logs verifications, etc.; makes informational inquiries in state computer system for any of the above functions; processes returned mail. Maintains client file containing list of all applicants.
  - Reports suspected child abuse or elder abuse as required.

- Attends supervision, staff, and training sessions as determined necessary by immediate supervisor.
- Regular and dependable attendance.
- Ability to get along with others.

**\*See full position descriptions for more details.**