

**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. Thank you!

- Title:** Eligibility Referral Specialist 2
- 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:** \$17.85/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:** One year of experience as an ERS 1 (30121) or 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:**
- Interviews individuals by telephone or in-person as appropriate for a variety of Public Assistance programs.
 - Maintains assigned caseload, gathering required data, performing interactive interviews and draws conclusions to establish initial and ongoing eligibility.
 - Obtains necessary verifications, computes applicant's budget, completes thorough case recordings, obtains signatures and explains rights and responsibilities as required by law.
 - Refers individuals to special programs as necessary.
 - Explains Public Assistance programs and procedures, as well as other available services.
 - Works with long-term care facilities and other outside agencies to help meet initial and ongoing needs.
 - Conducts state hearings and county conferences as needed and files necessary forms timely.
 - Prepares notification letters to assistance groups other than those generated by the state computer system.
 - Process changes and applications in accordance with division policy.
 - Completes reapplications and mass changes as needed/required.
 - Determines if the eligibility evaluation completed by state computer system is in compliance with regulations and how to override the system in order to make eligibility correct.
 - Maintains ability to follow through with an interview with or without access to the state computer system.
 - Cooperates with other CDJFS internal units to better serve the client.
 - Communicates with applicable community resource agencies within the guidelines of public assistance confidentiality.
 - Completes timely and necessary reports, RMS, forms, correspondence, and other written material required for proper documentation.
 - Covers interviews for absent employees as directed. Provides culturally competent service to all clients, the public and colleagues.
 - Obtains necessary and required information for suspected program fraud, overpayment, and/or underpayment.
 - Testifies in court as necessary and requested.
 - Reports suspected child abuse or elder abuse as required.
 - Provides culturally competent service to all clients, the public and colleagues.

- 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.**