

Logan County

Job Description



Title:	Human Services Specialist - Legal	Code:	1270
Division:	Operations	Effective Date:	6/07
Department:	Human Services	Last Revised:	6/22

GENERAL PURPOSE

Performs a variety of **entry level, complex clerical duties** as needed to expedite the processing of applications and the delivery of child support services assistance. Performs analysis of legal actions either existing or required. May be assigned as support staff to one or more specialty programs, i.e. Child Support Enforcement, or Self-Sufficiency.

SUPERVISION RECEIVED

Works under the close to general supervision of an assigned Program Manager.

SUPERVISION EXERCISED

May provide mentoring to Human Service Assistant(s) or Technician(s) while in training.

ESSENTIAL FUNCTIONS

May assist a Case Manager, Caseworker Specialist or Assistant or regularly be assigned more routine aspects of individual cases as needed to complete or expedite one-on-one assistance to the public seeking human service assistance requiring knowledge of one or more of the following: Medicaid, Child Care, child support, diversions, TANF, etc.; instructs and/or assists applicants in the completion of application(s); determines and assigns case numbers.

Receives and reviews applications for county child support services assistance; interviews and screens applicants to gain assurance that such person(s) qualify under the law; determines controlling order and establishes court orders for child support, medical support, paternity, performs modifications, etc.

Assists to conduct background examinations and investigations, financial history examinations, employment verifications and reference checks; determines household composition; processes interstate cases; conducts locating efforts or searches for non-custodial parents.

Develops relationships with potential employers; refers persons to services provided by various divisions of the department, outside agencies or providers, etc. Coordinates insurance coverage.

Provides first level counseling to applicants and clients in assisting them through various human services. i.e., Child Support, Childcare, Medicaid and medical services, sets up appointments; schedules and performs genetic tests; follows guidelines for establishment of paternity and child support and medical orders. Coordinates contacts with legal aid, mediation, court facilitation, and helps with employment barriers.

Develops cooperative relationships with hospitals, courts, and other service providers; assures proper documentation; monitors applications to verify eligibility.

Operates computer and various program applications as needed to enter, retrieve, and generate data and case information; prepares and issues notices apprising applicants of case disposition. Conducts research to see what services are needed.

Monitors court orders and conducts follow-up to ensure or promote compliance; negotiates non-payment remedies; utilizes various collections options and services on delinquent/deficit accounts, seeks garnishments; establishes working relationship(s) with attorneys to initiate legal action as needed; prepares case files and records for review by courts and/or hearing officers; offers subject matter expert testimony.

Monitors and receives payments for reimbursement programs; assists in developing and establishing pay-back programs; reviews and adjusts court order payments; monitors compliance with agreements; receives records and deposits revenues and reimbursements; maintains reimbursement and payment records.

Performs telephone reception functions; screens calls; directs and forwards calls to appropriate staff; processes incoming and outgoing mail; screens incoming mail and distributes according to priority needs.

Performs related duties as required.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Graduation from high school; plus one (1) year of specialized training provided through in-service, professional workshops, seminars, etc.;
FBI/CBI background check and program certification will be required.

AND

B. Two (2) years of experience performing above or related duties.

OR

C. Equivalent combination of education, training, and experience.

2. Required Knowledge, Skills, and Abilities:

Working knowledge of various human service programs and related eligibility requirements; basic crisis intervention methods and practices; bookkeeping and basic budgetary procedures; advanced clerical tasks related to filing, indexing, and record keeping; personal computer or mainframe terminal operation and various software applications used for word processing and spreadsheet analysis. **Some Knowledge of** community resources available for services; public relations and interpersonal communications skills; general methods of conflict resolution and stress management.

Thorough skill in interpersonal communication and telephone etiquette.

Ability to plan and organize work independently; make mathematical calculations quickly and accurately; operate a variety of standard office machines; maintain objectivity in decision making while considering complicated and emotional situations; establish and maintain effective working relationships with State, Federal and Local organizations who provide similar services.

3. Special Qualifications:

Type 50 wpm.

Must be able to operate personal computer.

Required to be or become "Administrative Process" certified and other certifications as required.

Must pass a fingerprint background check every five years.

4. Work Environment:

Tasks performed in a typical office setting with appropriate climate controls. Tasks require variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting, and reaching. Talking, hearing, and seeing essential to job tasks. Common eye, hand, finger dexterity exists. Mental application utilizes memory for details, verbal instructions, emotional stability, and discriminating thinking.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ have reviewed the above job description. Date: _____
(Employee)