

Logan County

Job Description



Title:	Human Services Technician/Adult Tech	Code:	1255
Division:	Operations	Effective Date:	6/07
Department:	Human Services	Last Revised:	6/22

GENERAL PURPOSE

Performs a variety of **working level complex clerical duties** as needed to expedite the processing of applications, determination of eligibility and the delivery of human service assistance. Performs **routine eligibility determinations and participates in the coordinating of direct services** to qualified and approved clients. May be assigned as support staff to one or more specialty programs, i.e., Assistance Programs, Adult Programs/Fraud, 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).

ESSENTIAL FUNCTIONS

Performs initial screening to determine needs and service areas; administers application forms and obtains essential documentation; schedules eligibility interviews.

May assist a Specialist or Caseworker or 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 the following: Medicaid, SNAP, adult programs, employment first, etc. Apprises individuals of basic guidelines and regulations; distributes information materials, brochures, packets, and applications for additional programs. Refers persons to services provided by various divisions of the department, outside agencies or providers.

Monitors applications to verify eligibility. Processes incoming and outgoing mail, screens and returns phone calls, and sets own appointments for interviews. Performs ongoing client services; responds to status inquires.

Receives client and recipient documentation; reviews information for accuracy and completeness; establishes computer case files and updates the same, reflect current progress and disposition of services rendered and assistance provided, monetary, non-monetary, medical and non-medical; tracks case activities and generates case reports as requested; updates client records. Prepares claims for repayment and submits to department finance office.

Develops cooperative relationships with employers, hospitals, medical practitioners, and other service providers. Contact other human services agencies, and others as needed to verify prior assistance or duplicate eligibility for public assistance or other benefits.

Operates computer and various program applications as needed to enter, retrieve and generate data and case information; creates electronic case files; updates documents; records and documents actions taken; reviews computer and hard copy cases to reflect client eligibility status, claims, and receipt of services. Issues notices apprising applicants of case disposition, acceptance or rejection of application or approval, denial, changes, or actions needed to determine ongoing eligibility.

Performs related duties as required.

MINIMUM QUALIFICATIONS

1. Education and Experience:
 - A. Graduation from high school with course background in offices practices preferred;
AND
 - B. One (1) year 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 bookkeeping; advanced clerical tasks related to filing, indexing, and record keeping; personal computer operation and various software applications used for word processing and spreadsheet analysis. **Some Knowledge** of community resources available for service as alternatives to the county; 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.

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 exist. 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)