



## Economic Support Specialist

- *Flexibility / Work from home*
- *Affordable health insurance*
- *Wisconsin State Retirement Pension*
  - *Vacation upon hire*
  - *Paid time off*
  - *Plus much more!*

**Grant County Social Services** is recruiting for an Economic Support Specialist. This position conducts intensive investigative interviews and enters financial and non-financial data gathered from these interviews into a complex state computerized system. This position is responsible for administering public assistance programs that include, Medical Assistance, BadgerCare Plus, Food Share/SNAP, Caretaker Supplement (CTS), Wisconsin Child Care Subsidies, Child Care Provider Certification, and Wisconsin Home Energy Assistance Program (WHEAP) for Grant County and counties of the Southern Consortium.

### **MINIMUM QUALIFICATIONS**

#### Education:

1. High school diploma or GED
2. Associate's Degree in Public/Business Administration, Economics, Accounting, Communication, or Human Services related field, Technical Degree in Business or Human Services, or two years of college (60 credits), or have successfully completed the State mandatory training for an Economic Support Specialist

#### Experience:

1. Two years of experience interviewing to obtain, verify, and evaluate financial and social data for the purpose of determining program eligibility
2. Proficiency in personal computer use with Microsoft Office Software
3. Working knowledge of call center settings preferred

#### Note:

1. Must have a willingness to engage participants in conversation regarding issues that keep them from becoming financially independent and breaking the cycle of poverty
2. Bilingual in Spanish preferred
3. Qualified applicants will be asked to report for a written test with the time and place set by the Department of Social Services

**How to Apply:** A [Grant County application for employment](http://www.co.grant.wi.gov) and job description may be obtained at [www.co.grant.wi.gov](http://www.co.grant.wi.gov) or by contacting the Grant County Human Resources at (608)723-2540. **Letter of interest, resume, and Grant County Application are required.** Application will be accepted until filled **to:**

**Grant County Human Resources**  
111 S. Jefferson St. - PO Box 529  
Lancaster WI 53813

*This is an **Affirmative Action/Equal Employment Opportunity employer (AA/EEO)**. All qualified applicants are encouraged to apply including minorities, veterans, women, and persons with work related limitations.*

## **GRANT COUNTY JOB DESCRIPTION**

**TITLE:** Economic Support Specialist

**DEPARTMENT/ AGENCY:** Social Services

**IMMEDIATE SUPERVISOR:** Economic Support Supervisor

**PAY GRADE:** G

**FLSA:** Non-Exempt

### **NATURE OF WORK**

This position conducts intensive investigative interviews and enters financial and non-financial data gathered from these interviews into a complex state computerized system. This position is responsible for administering public assistance programs that include, but are not limited to, Medical Assistance, BadgerCare Plus, Food Share/SNAP, Caretaker Supplement (CTS), Wisconsin Child Care Subsidies, Child Care Provider Certification, and Wisconsin Home Energy Assistance Program (WHEAP) for Grant County and counties of the Southern Consortium. Currently, these benefits total over \$50,000,000 annually for Grant County. Eligibility for these programs must be completed in an accurate and timely manner.

### **MINIMUM QUALIFICATIONS**

#### **Education:**

3. High school diploma or GED
4. Associate's Degree in Public/Business Administration, Economics, Accounting, Communication, or Human Services related field, Technical Degree in Business or Human Services, or two years of college (60 credits), or have successfully completed the State mandatory training for an Economic Support Specialist

#### **Experience:**

4. Two years of experience interviewing to obtain, verify, and evaluate financial and social data for the purpose of determining program eligibility
5. Proficiency in personal computer use with Microsoft Office Software
6. Working knowledge of call center settings preferred

#### **Note:**

4. Must have a willingness to engage participants in conversation regarding issues that keep them from becoming financially independent and breaking the cycle of poverty
5. Bilingual in Spanish preferred
6. Qualified applicants will be asked to report for a written test with the time and place set by the Department of Social Services

#### **Knowledge, Skills and Abilities:**

1. Understanding of public assistance program policies and procedures
2. Awareness of available public and private sector community resources
3. Familiarity with employment and training resources and supportive services resources in the community
4. Excellent knowledge of computerized data processing systems design and analysis, especially of those systems that relate to IM program eligibility
5. Exceptional analytical, verbal, and communication skills
6. Skill in interviewing techniques to elicit and probe for information and case management practices
7. Skill in conflict resolution and problem solving in individual and group settings

8. Ability to recognize risk indicators, such as AODA, domestic abuse, developmental disabilities, and abuse and make appropriate referrals
9. Ability to identify and report suspected cases of child or elder neglect or abuse both in and out of the workplace as a mandatory reporter of suspected abuse or neglect
10. Ability to identify and report cases of fraud
11. Ability to exercise judgment and discretion in applying and interpreting administrative policies and procedures
12. Exhibit discretion, sensitivity, and compassion in handling a wide variety of personal, confidential information
13. Ability to organize work, identify priorities, and research/solve problems independently
14. Ability to act quickly and think decisively in a fast-paced and high-demand work environment
15. Ability to communicate effectively, both orally and in writing, with employers and establish relationships with the community
16. Ability to work independently and cooperatively with fellow staff members under general supervision
17. Aptitude to become proficient with the utilization of a wide variety of software application systems
18. Ability to establish and maintain effective working relationships with fellow employees, clients, community agencies, medical professionals, and the general public
19. Capability of functioning in a call center setting
20. Ability to work the allocated hours of the position
21. Knowledge of and familiarity with tax documents and general tax filing information

## **ESSENTIAL FUNCTIONS**

Under general direction

1. Conducts intensive investigative interviews to obtain and evaluate financial and non-financial information in order to determine eligibility for assistance
  - a. Research, interpret and apply federal, state, and local policies governing eligibility, legal rights, and responsibilities of applicants
  - b. Determine correct public assistance benefits through direct client contact via office interview, home visits, and telephone interviews in compliance with required state and federal time frames
2. Secures, records, analyzes, maintains, and reviews documentation regarding applicants, and regularly corrects benefit levels using CARES and CARES Worker Web systems
  - a. Manually determines eligibility for specific programs that are not automated or when system is unavailable
  - b. Creates manual notices of determination
  - c. Analyzes, interprets, and records complex documentation such as personal, business, and partnership taxes and self-employment records
3. Obtains and verifies third-party information needed to determine eligibility
4. Establishes and maintains positive working relationships with customers, the general public, providers, advocacy groups, supervisors, other staff, etc. and verifies appropriate levels of benefits and/or services to other agencies as needed
5. Provides case management duties to individuals; answers questions, provides case status updates, processes changes; responds to emergency needs; determines initial eligibility; re-determines eligibility and processes verifications
6. Authorizes monetary benefits in child care authorizations, Food Share, fees for service and capitation rates for medical assistance and BadgerCare Plus; authorizes payment for caretaker supplement on Social Security income and payment to energy providers and/or participants
7. Answers incoming calls in a call center setting from customers to schedule interview appointments, process reported changes, process renewals and new applications, answer inquiries and questions, handle complaints, troubleshoot problems and provide information for the clientele of the seven counties in the Southern Consortium
8. Performs background checks and in-home safety and information visits for potential Certified Childcare providers and ongoing Certified Childcare providers; reviews and evaluates this information to determine if an individual can be certified or continue certification for Childcare

9. Responds to financial and non-financial cross matches and alerts; evaluates income discrepancy alerts based on information reported to the Agency by the IRS, Social Security, Unemployment, and other in- and out-of-state agencies
10. Prepares Fraud and Program Integrity referrals; recalculates benefits as needed; prepares court documents, provides testimony, and meets with clients both face-to-face at the local agency for administrative hearings and in court
11. Researches cases, prepares written summaries, and appears as the Agency representative at administrative hearings related to the denial, termination, or reduction of benefits to a client
12. Assesses individual and family needs and makes appropriate referrals to other local agencies and community support services, such as FSET, W-2, ADRC, Continuous, food banks, etc.
13. Attends ongoing trainings regarding changes in the federal and state regulations and technical advancements
14. Perform various duties as assigned

#### **SUPERVISION RECEIVED**

Under the direct supervision of the Grant County ES Supervisor, as well as all other ES supervisors in the Southern Consortium, which include Crawford, Green, Iowa, Jefferson, Lafayette, and Rock Counties. General and specific assignments are received and work is performed according to departmental methods and procedures, with allowance for independence in judgment in accomplishing job duties.

#### **SUPERVISION EXERCISED**

None

#### **ENVIRONMENTAL FACTORS**

Works in general office setting; dexterity in moving, picking up objects and operating office equipment is required; may sit for extended periods of time

#### **CLOSING STATEMENT**

This description has been prepared to assist in evaluating duties, responsibilities and skills of this position. It is not intended as a complete list of specific responsibilities and duties, nor is it intended to limit duties to those listed. It is understood that the supervisor has the right to assign, direct, and modify duties and responsibilities.