

# POSITION DESCRIPTION

## Gallia County Department of Job and Family Services

BARGAINING UNIT Classification Series:

- ☐ Account Clerk (165)  
☐ Employment Services (642)  
☒ Eligibility Referral (172)  
☐ Child Support (262)

NON-BARGAINING UNIT:

- ☐ Confidential ☐ Supervisor ☐ Administrator



POSITION CONTROL NUMBER  
21013.0

CLASS TITLE  
ELIGIBILITY REFERRAL UNIT AIDE

CLASS NUMBER  
17203

<input checked="" type="checkbox"/> FULL-TIME <input type="checkbox"/> PART-TIME	<input checked="" type="checkbox"/> PERMANENT <input type="checkbox"/> TEMPORARY <input type="checkbox"/> INTERMITTENT	<input checked="" type="checkbox"/> CLASSIFIED <input type="checkbox"/> UNCLASSIFIED	OVERTIME: <input checked="" type="checkbox"/> ELIGIBLE <input type="checkbox"/> EXEMPT	<input type="checkbox"/> NEW POSITION <input checked="" type="checkbox"/> CHANGE/UPDATE POSITION <input type="checkbox"/> RECLASSIFIED POSITION
USUAL WORKING TITLE OF POSITION <b>ELIGIBILITY REFERRAL UNIT AIDE</b>		CLASSIFICATION OF POSITIONS DIRECTLY SUPERVISED: N/A		
NORMAL WORKING HOURS (Explain unusual or rotating shift) 7:00 AM TO 5:00 PM				
<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>				
%	Job Duties in Order of Importance		Minimum Acceptable Characteristics	
90%	<p>Assists the public through agency processes: receives inquiries in person, by phone, mail or electronically; performs screening interviews to determine need(s); performs research in multiple computer programs to direct customer, answer questions, or resolve problems; provides information &amp; assistance regarding agency policies, procedures &amp; resources, program eligibility &amp; benefit status; mails or provides documentation &amp; forms (e.g. verifications of income &amp; eligibility, application forms &amp; appointment letter, referrals); renders assistance as necessary to complete forms; makes referrals to other work units, agencies &amp; community resources (e.g. Social Services, Child Support, Community Action, etc.), enters data or information regarding activities into appropriate computer program (e.g.: eICMS, OB etc.). Screens applicants for public assistance programs (e.g.: Cash, SNAP, Expedited SNAP, Medicaid, PRC, CCMEP, etc.); performs screening interviews with customer to—determine needs, household composition, income &amp; resources; completes appropriate data entry (e.g.: OB Data Collection Screens), printing screens &amp; gathering paperwork necessary for application processing; schedules interview appointment or refers to appropriate case management staff for eligibility determination, follows established process for filing paperwork &amp; applications. Schedules and maintains calendar for appointments, hearings, meetings, conferences and interviews as directed. Performs routine clerical duties as needed (e.g.: keyboarding of correspondence, sorting cases, case materials or mail; distribution of files, material or mail; typing envelopes &amp; mailing correspondence, making photocopies). Identifies &amp; collects records as instructed for review (e.g.: Quality Assurance); gathers, collates &amp; enters data into computer program, creates &amp; distributes reports. Attends staff meetings, training &amp; conferences as assigned. Determines eligibility for one-time assistance programs (including but not limited to PRC). Arranges and provides travel to scheduled appointments, etc. (including but not limited to NET). Receives, verifies and posts overpayment in OB.</p> <p>Note: Screening interviews to determine needs must be performed at least 20% or more of the time in this classification. Screening interview for this position is defined as a brief question and answer session, typically conducted in a relatively informal manner.</p>		<p><b>Knowledge of:</b> human relations, office practices &amp; procedures, agency policies &amp; procedures, government structure &amp; process, law (re: confidentiality &amp; public records, etc.); <b>Skills in:</b> typing, proficient use of personal computer programs (e.g.: WORD, Excel, etc.), proficiency in State network programs (e.g.: CRIS-E, Novell, Outlook, OB, etc.); <b>Ability to:</b> define problems, collect data, establish facts &amp; draw valid conclusions, recognize unusual or threatening conditions &amp; take appropriate action, carry out detailed but basic written or oral instructions, deal with problems involving several variables in familiar context, define problems, collect data, establish facts &amp; draw valid conclusions, complete routine forms, maintain accurate records, use proper research methods in gathering data, answer routine telephone inquiries from the general public, handle sensitive inquiries from &amp; contacts with officials &amp; general public, read, copy &amp; record figures accurately, copy materials accurately &amp; recognize grammatical &amp; spelling errors. Conducts one's self with courtesy, respect and consideration towards the public and coworkers at all times. Ability to work with others. Demonstrates regular, punctual and predictable attendance. Maintain valid Ohio driver's license &amp; insurability through County liability coverage. Meet Federal and State requirements regarding system(s) security (such as requirements concerning FTI, HIPPA, etc.).</p>	
10%	Other duties as assigned by Supervisor and/or Director.			

**MINIMUM CLASS REQUIREMENTS:** (including license, if any) Associate Degree with core coursework in one of the following: human services; social services; education; business administration; public administration, (or equivalent field of study); OR A Certified Life Coach (or equivalent certification/licensing); OR A minimum of one year of related experience in assessment and interviewing techniques and one year of related experience in utilizing a case management approach to serve client needs for supportive services (or equivalent mixture of course work and work experience). Acceptable "equivalent" is at the sole discretion of the Agency.

SIGNATURE OF AGENCY DIRECTOR/ADMINISTRATOR: 	DATE 10/3/18	FOR BARGAINING UNIT POSITIONS: PROVIDED COPY TO CHIEF UNION STEWARD ON: 10/3/18 Date BY: <input checked="" type="checkbox"/> Email <input type="checkbox"/> Hand Delivered  SIGNATURE OF AGENCY REPRESENTATIVE
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