

BENEFIT ASSISTANCE COUNSELOR II

DEFINITION

Under general supervision, to perform journey level work in determining initial and continuing eligibility for one or more public assistance programs in accordance with established procedures; to conduct in-depth and analytical interactive interviewing and fact finding; to authorize benefits for public assistance programs; to identify and refer clients in need of health, social and/or employment services to other staff members or community resources; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the Eligibility Worker class series. Incumbents are expected to perform work assignments with substantial independence and initiative. They should be capable of carrying out a variety of difficult eligibility determination cases. Some positions may function as a quality control workers in reviewing and auditing cases for accuracy and compliance with appropriate regulations and procedures.

REPORTS TO

Eligibility Supervisor.

CLASSIFICATIONS DIRECTLY SUPERVISED

None

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EXAMPLES OF DUTIES

- Schedules and makes regular contacts with clients.
- Interviews applicants and recipients in person (on or off-site) and by telephone to gather information needed for participation in one or more public assistance grants.
- Explains regulations, rules, court orders, policies and public assistance programs.
- Assists people with clarification and completion of prescribed application and declaration forms used to make eligibility determinations.
- Explains client rights and responsibilities associated with public assistance programs.
- Investigates, clarifies and corrects discrepancies.
- Verifies and insures accuracy of data.
- Develops required information concerning income, resources, and financial obligations.
- Reviews applications and declarations for completeness and accuracy.
- Reviews eligibility factors, authorizes releases, and holds and re-issues payments, immediate need warrants, food stamps and emergency medical services cards.
- Provides assistance and direction in obtaining further information to resolve discrepancies and problems with initial applications and declarations.
- Applies established guidelines and procedures in making eligibility determinations.
- Interviews people and reviews case records to gather preliminary information for the identification of potential referrals to employment and social services.
- Records information for case records.
- Interprets and applies program regulations and other pertinent material for specific cases.
- may prepare and maintain a variety of records and documents associated with the eligibility process.
- Computes authorized grant levels.
- Prepares correspondence and reports.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

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DESIRABLE QUALIFICATIONS

Knowledge of:

- Public social service programs goals and purposes.
- Policies, procedures, and programs of the Plumas County Social Services Department.
- Laws, rules, and regulations related to public assistance and case management for social services.
- Principles of income maintenance and public social services.
- Department, Public and community resources available to clients.
- Sources of information available used to verify and obtain financial and social information.
- In-depth and analytical interviewing and fact finding techniques.
- Modern office practices, methods, and procedures.
- Basic record keeping practices and procedures.
- Business mathematics concepts.

Ability to:

- Interpret and apply a variety of rules and regulations governing eligibility for public assistance programs.
- Identify problems requiring referral to other Department staff.
- Conduct in-depth interviewing sessions in different settings.
- Make a variety of mathematical computations accurately and rapidly.
- Effectively use a variety of available resources in making eligibility determinations.
- Prepare, clear, concise and accurate records and reports.
- Read and understand complicated and detailed correspondence and reports, regulations, and policy directives.
- Work with timelines and interruptions.
- Understand and accept the differences in human behavior resulting from diverse socio-economics and cultural backgrounds and/or various forms of deprivation.
- Maintain confidentiality of the case records.
- Tactfully and effectively represent the Department in public contacts.
- Establish and maintain cooperative working relationships.

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Training and Experience: Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Six months of work experience performing duties similar to those of a Merit System Services Eligibility Worker I.

Special Requirements: Possession of a valid and current California Driver's License issued by the Department of Motor Vehicles.