



PRINCE GEORGE COUNTY, VIRGINIA

August 2018

BENEFITS PROGRAM SPECIALIST III

FLSA Status: Non-Exempt

GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs intermediate technical work involving the determination of the eligibility of individuals for financial or medical assistance under government programs; does related work as required. Work is performed under regular supervision.

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires stooping, reaching, standing, walking, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Receiving and processing eligibility applications; assessing needs; determining benefits eligibility; preparing and maintaining files and records.

(The following tasks are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Conducts interviews with clients; obtains necessary information and determines initial or re-determination of their continuing eligibility; sends notice to clients;

Explains benefit programs and determines reasons and need for assistance; processes benefit applications;

Interprets policies and procedures applicable to the various programs; computes assistance programs;

Monitors cases for changes and implements necessary changes to appropriately reflect benefit level within guidelines;

Identifies possible fraud and makes appropriate referrals; evaluates completeness and accuracy of data; evaluates and tracks allegations of fraud; conducts investigations as needed into the allegations;

Determines an Administrative disqualification or refers to the Commonwealth's Attorney Office;

Works with law enforcement to prepare potential fraud cases for trial; testifies in court, as needed;

Initiates collection actions to recover overpayments;

Assess customer needs and develops employment/child care plans; explains a variety of programs to clients; provides information to clients about other agencies and where they may go for services that are needed;

Maintains records and prepares reports as needed; writes appeals and represents agency in appeal hearings;

Attends all mandatory trainings; serves as a resource to staff and the public concerning public assistance programs and eligibility requirements;

Participates in emergency response operations as required in a declared emergency by County officials; completes required NIMS training as a condition of employment;

Must have a valid Virginia Driver's License;

Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

General knowledge of the principles and practices of public social service organizations; general knowledge of benefit programs for which eligibility is being assessed; general knowledge of current social, economic and health problems and of human behavior and social functioning; ability to analyze facts and exercise sound judgment in arriving at conclusions; ability to perform basic mathematics including calculating percentages; ability to follow oral and written instructions; ability to organize work schedule, manage workload and meet deadlines; ability to

communicate ideas effectively both orally and in writing; ability to prepare clear and concise reports; ability to establish and maintain effective working relationships with clients, associates and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from an accredited community college and some customer service and fiscal processing experience.

SPECIAL REQUIREMENTS:

Possession of all requirements for position as specified by the Virginia Department of Social Services. Work may be required at times, outside of normal business hours to accommodate the needs of the client.