



BENEFITS PROGRAM SPECIALIST IV

FLSA Status: Non-Exempt

GENERAL DEFINITION AND CONDITIONS OF WORK:

Benefit Programs Specialist IV represents the leadership level in the occupational group. Employees perform responsible lead work related to benefit programs. Employee is responsible for serving as lead worker and providing training and guidance to other Benefit Programs Specialists. Employees serve as support for the supervisor by performing tasks such as ensuring staff coverage, workload balance, training staff, reviewing case files, and providing back-up supervision of staff. Employees may provide consultation on complex cases and may also work on complex case assignments which require dealing with information that is sensitive and confidential. Employees work within established policies, procedures and guidelines with a high degree of independence, seeking supervisory assistance only in unusually complicated and difficult cases/situations. **The Benefit Programs Specialist IV is distinguished from the Benefit Programs Supervisor by the latter's spending a majority of time in supervisory activities such as handling personnel issues, problems, and evaluating the work of others.**

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:

(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.)

Serves as lead worker and assists supervisor by conducting program training for staff, reviewing case files and providing back-up supervision of staff;

Serves as a resource to staff by answering questions related to policies and procedures, suggesting effective methods of case management, and providing consultation regarding complex cases;

Prepares case records and reports;

Explains benefit programs and determines reasons and need for assistance; Processes applications for financial assistance and diversion; determines eligibility for assistance and benefit levels using automated systems and manual methods;

Reviews cases for correctness, identifies significant errors/problems in caseloads and determines if the errors/problems are with the section, unit or with an employee;

Explains programs, and the rights and responsibilities of applicants and recipients, and conducts follow-up as needed;

Carries a caseload of clients receiving public assistance that involve complex issues;

Identifies possible fraud and makes appropriate referrals;

Works on the most complex and sensitive cases;

Interprets policies and procedures applicable to the various benefit programs, assists staff and clients in issues related to initial and continuing determination of eligibility of individuals and families;
Collects and compiles statistics from caseloads;
Provides training to other eligibility workers on an individual or group basis;
Coordinates training programs and orientation for new employees and clients;
Explores alternative sources of income and assistance;
Responds to inquiries from the public concerning public assistance programs and eligibility requirements;
Ensures that established deadlines are met;
Prepares monthly reports and maintains records of activities;
Assists in training new staff on policy and procedural matters; and
Coordinates and interacts with other community resources and partners to assist clients in meeting assessed needs.
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:

Thorough knowledge of the principles, methods, techniques and practices of public assistance; general knowledge of supervisory principles and practices; thorough knowledge of public assistance programs, policies and procedures; ability to analyze facts and to exercise sound judgment in arriving at conclusions; ability to delegate authority and to plan, train and supervise technical work; ability to prepare clear and concise reports; ability to communicate ideas effectively both orally and in writing; ability to establish and maintain effective working relationships with clients, associates, staff and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from an accredited community college with major work in sociology, psychology, health or related field and considerable experience as an Eligibility Intake Worker and/or Fraud Investigator.

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.