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| **CLASS CODE:** 6090 **PAY GRADE:** 016  |

**CLASS TITLE:** ECONOMIC SELF-SUFFICIENCY SPECIALIST I

**ALLOCATION FACTOR(S)**

This is professional work determining initial and ongoing eligibility for social service programs, establishing overpayment and over-issuance claims, investigating inconsistent information for public assistance programs, and making appropriate referrals to community resources and providers.

**EXAMPLES OF WORK PERFORMED:**

(Note: The examples of work as listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position. Examples of work performed are not to be used for allocation purposes.)

* Conducts interviews to collect/update personal data on applicants and clients and household members and assists applicants and clients in clarifying and obtaining documentation required to establish eligibility.
* Assists the client in obtaining documentation when the individual is unable to act on his or her own behalf; reviews documents for validity.
* Initiates necessary collateral contracts to verify information provided by applicants and clients.
* Reviews and analyzes forms, applications, documents or other information to make eligibility determinations. Obtains necessary documentation, certification or approval in support of actions.
* Uses mainframe computer systems or software applications to access, create, edit, print, send, retrieve or manipulate data, files or other information.
* Provides applicants and clients with information concerning other department and community assistance programs and makes referrals as appropriate.
* Acquires and maintains a working knowledge of relevant laws, regulations, policies, standards or procedures.
* Collects data, compiles and organizes information. Verifies accuracy of data and reconciles errors or inconsistencies.
* Directs individuals, problems, questions or complaints to the proper person(s) or place and follows-up on action(s) taken.
* Attends staff meetings, conferences and training.
* Explains or justifies decisions, conclusions, findings or recommendations.
* Maintains or updates data, records or other information to ensure accurate case records.
* Uses prescribed mathematical and statistical formulas, schedules, tables or procedures to perform eligibility determination.
* Collaborates with others or works on teams to accomplish work-related activities and to determine appropriate action or recommend improvements or solutions to problems.
* Reads and understands non-technical materials such as letters, memoranda, electronic mail or simple instructions.
* Completes forms, documents or routine reports, and composes simple correspondence or other written work such as memoranda and form letters.
* Retrieves, adds or removes materials from a filing system.
* Types material and transfers information from one document or record to another.
* Performs related work as required.

**KNOWLEDGE, SKILLS AND ABILITIES:**

(Note: The knowledge, skills and abilities (KSA's) identified in this class specification represent those needed to perform the duties of this class. Additional knowledge, skills and abilities may be applicable for individual positions in the employing agency.)

* Knowledge of problem-solving techniques.
* Knowledge of basic arithmetic.
* Skill in operating a personal computer.
* Ability to conduct fact finding interviews.
* Ability to accurately prepare and maintain records and reports.
* Ability to work with a diverse range of people.
* Ability to adapt to change.
* Ability to deal calmly and effectively in high stress situations.
* Ability to compose documents of correspondence involving routine information.
* Ability to perform complex arithmetic calculations.
* Ability to interpret and apply regulatory materials.
* Ability to prioritize and meet deadlines.
* Ability to establish and maintain effective working relationships.
* Ability to communicate effectively orally.
* Ability to apply ethical business practices.

**MINIMUM QUALIFICATIONS**

* A bachelor's degree from an accredited college or university.
* Para-professional experience involving eligibility determination, investigations, interviewing, counseling, recruitment, claims taking or claims examining in a social insurance or social service program can substitute on a year-for-year basis for the required college education.

**EFFECTIVE:**

7/1/2001

**HISTORY:**