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ECONOMIC SERVICE WORKER TRAINEE

Nature of Work

Under close supervision, performs in a training capacity learning the process of taking applications, determining eligibility for and managing a caseload for a variety of economic assistance programs. Must learn to conduct personal interviews with clients, evaluating and verifying personal, financial and social information, determining eligibility for services, maintaining a client caseload and referring clients to other social service and community service agencies when appropriate. May obtain repayment from clients who have been issued economic assistance erroneously. Transportation must be available as travel may be required. Performs related work as required.

Distinguishing Characteristics

This is a trainee level under close supervision. These positions are expected to acquire the work specific knowledge, skills and abilities to function as an Economic Service Worker. As proficiency is acquired, incumbent may be assigned more complex work with diminished oversight and direction.

Examples of Work

Participates in a training program for economic service work.

Learns to interview clients initially to gain overview of client financial resources and social circumstances pertinent to eligibility for services; performs in-depth interview to establish eligibility for specific programs and benefits, such as the West Virginia Supplemental Nutrition Assistance Program (SNAP) and medical services.

Learns to determine eligibility for economic assistance using eligibility manuals and guidelines.

Assists in contacting financial institutions, employers, medical facilities, physicians and neighbors as necessary to substantiate client data.

Learns to complete appropriate economic service forms and codes for computer entry thereby authorizing basic services for client; informs client of types of benefits to be received.

Learns to update assigned client's case file by scheduling periodic office visits with client.

Assists in taking calls from clients and public and sees "walk-ins" requesting information on economic service programs.

Learns to compose brief social summary of client's circumstances and assesses need for social service intervention; directs client to community resources when needs cannot be met through economic services and additional assistance is required.

Learns to explain economic service policies, rules and regulations to client in a manner that clarifies the information on application forms and the client's obligations and rights as a recipient of benefits.

Learns to compute amount of benefit client will receive using appropriate monetary guidelines and calculator; computes amount of over-payments and makes arrangements with client for reimbursement.

Assists in pursuing collection of any payments against individuals and households who received SNAP benefits to which they were not entitled.

Knowledge, Skills and Abilities

Ability to learn economic service programs and policies, rules and regulations.

Ability to learn interviewing techniques and methods for obtaining and communicating information.

Ability to read and comprehend federal and state economic service policies and guidelines.

Ability to interact effectively with people from a wide range of socio-economic backgrounds.

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ECONOMIC SERVICE WORKER TRAINEE (cont'd)

Knowledge, Skills and Abilities (cont'd)

Ability to record pertinent facts and maintain records.

Ability to perform basic mathematics.

Ability to work under time constraints in processing economic service applications.

Ability to communicate effectively, both orally and in writing.

Minimum Qualifications

Training: High school diploma or the equivalent.

Experience: Two (2) years of full-time or equivalent part-time paid experience providing direct client services such as interviewing clients, customers or the public and evaluating the data against established standards and guidelines **OR** two (2) years of full-time or equivalent part-time paid experience performing customer service, telemarketing, retail or clerical work.

Substitution: Successful completion of coursework at a regionally accredited college or university may substitute for the required experience at the rate of one (1) year experience for every thirty (30) credit hours of education.

Special Requirement: A valid driver's license may be required.

Established: 01/06/2018

Effective: 01/06/2018