

9571
ECONOMIC SERVICE WORKER

Nature of Work

Under general supervision, performs at the full-performance level in taking applications, determining eligibility for and managing a caseload for a variety of economic assistance programs. Responsible for conducting 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 is required. Performs related work as required.

Examples of Work

Interviews client 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.

Determines eligibility for economic assistance using eligibility manuals and guidelines.

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

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

Updates each assigned client's case file by scheduling periodic office visits with client.

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

Composes 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/or additional assistance is required.

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

Computes amount of benefit client will receive using appropriate monetary guidelines and calculator; computes amount of over-payments and arranges with client for reimbursement.

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

Knowledge, Skills and Abilities

Knowledge of economic service programs and policies, rules and regulations.

Knowledge of 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.

Ability to record pertinent facts and maintain records.

Ability to perform basic mathematics.

Ability to plan and organize work independently and efficiently.

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

Ability to communicate effectively, both orally and in writing.

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ECONOMIC SERVICE WORKER (cont'd)

Minimum Qualifications

Training: Bachelor's degree from a regionally accredited college or university.

Substitution: Any combination 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 may substitute for the required training on a year-for-year basis.

OR Full-time or equivalent part-time paid experience performing customer service, telemarketing, retail or clerical work may substitute for the required training on a year-for-year basis. **OR** Successful completion of college coursework from a regionally accredited college or university may substitute for the required training on a year-for-year basis. Experience in Economic Services work requiring program eligibility decisions may substitute for the required training at the rate of one (1) year of experience for two (2) years of training. Every thirty (30) credit hours of education will equal one (1) year of training.

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

Promotional Only: Two (2) years of experience as an Economic Service Worker Trainee may substitute for the required training.

Established: 08/20/1992

Revised: 02/05/1993; 12/22/2017

Effective: 12/22/2017