WOOD COUNTY, OHIO
POSITION DESCRIPTION

POSITION: Income Maintenance Worker
PAY GRADE: 5
DEPARTMENT: Job and Family Services
STATUS: Classified, FLSA Non-Exempt

PURPOSE OF POSITION

The purpose of this position is to determine eligibility and manage cases for public assistance programs.

ESSENTIAL FUNCTIONS

In addition to consistent and reliable attendance, the following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned. Refer to the Comprehensive Position Questionnaire (CPQ) for this position for percentages of time.

Conducts phone and in-person interviews with applicants; advises clients or public with questions regarding available assistance programs and Medicaid; provides customer service; explains program requirements and benefits as established by the federal, state and County office; makes referrals to other agencies and programs.

Prepares and maintains case records; reevaluates benefit issuance based on information reported and verified by client and other government agencies; verifies documentation; reviews and evaluates budgets to ensure correct allotment and issuance of benefits; approves or denies applications within the established timeframes according to policy; makes corrections in case records as identified by quality control to maintain accuracy.

Communicates with other government and community agencies along with employers, landlords and service providers.

Processes reports and alerts to ensure clients remain eligible for benefits.

Reviews cases of overpayments and under issuance of benefits; collects evidence and prepares documentation to support the action taken by the agency; presents collected evidence on behalf of the Agency to the State Hearing Officer or others as needed.

Receives notice of possible erroneous issuance of benefits on a case; researches cases to determine cause of error; calculates the amount of erroneous benefits that were issued.

Attends meetings and trainings to remain current on program changes.

MINIMUM QUALIFICATIONS

Associate's degree (including completion of at least one course in English, Math, and Social Services, e.g. social work, psychology or sociology), or any equivalent combination of education, and experience that provides the requisite knowledge, skills, and abilities for this job. Valid driver’s license required.

PERFORMANCE APTITUDES

**Data Utilization:** Requires the ability to review, classify, categorize, prioritize, and/or analyze data and/or information. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

**Human Interaction:** Ability to persuade, convince and train others. Ability to advise and interpret regarding the application of policies, procedures and standards to specific situations.
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**Verbal Aptitude:** Requires the ability to utilize reference, descriptive, and/or advisory data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages, fractions and decimals.

**Functional Reasoning:** Requires the ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic, or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

**Situational Reasoning:** Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving evaluation of information against measurable or verifiable criteria.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, such as a personal computer and general office equipment, and/or materials used in performing essential functions.

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of moderately light objects and materials. Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Requires the ability to visual perception and discrimination. Some tasks require oral communications ability.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

Wood County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.