

BENEFIT PROGRAM SPECIALIST III

GRADE 34

FLSA Status: Non-Exempt

GENERAL DEFINITION OF WORK:

Under general supervision the Benefit Program Specialist III (BPS III) performs difficult work handling needs assessments and conducts in-depth interviews of clients to determine eligibility for financial, medical and nutritional government assistance programs.

DISTINGUISHING CHARACTERISTICS OF THIS POSITION:

The BPS III position differs from the BPS II in that the BPS III performs more complex needs assessments and eligibility determination; assists the program manager with duties such as training, coaching, customer service, reviewing work of and providing guidance to less experienced staff; serves as a resource in one or more special program areas for clients and other BPS workers. A BPS III is trained and knowledgeable in all mandated programs and at least two (2) "Special Programs".

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Participating and serving as lead worker in receiving and processing eligibility applications; determining and re-determining eligibility; referring clients to service workers; investigating fraud; preparing and maintaining files and records.

(These 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.)

- Maintains, applies, explains and interprets federal, state and local policies to clients, service providers, attorneys, the public and other interested parties;
- Serves as a subject matter expert;
- Administers casework to BPS I & BPS II workers;
- Analyzes caseload statistics to ensure balance of work;
- Analyzes system and State reports to ensure compliance;
- Conduct in-depth interviews of clients to determine and re-determine eligibility of clients for government and financial assistance programs;
- Obtain and verify required documentation as per policy;
- Perform client needs assessments in order to make appropriate referrals and connections to other services;
- Work with clients to assist with gathering the information required to establish eligibility;
- Counsels clients based on their individual situation and needs;
- Research clients' history through use of computer searches;
- Responsible for issuing millions of dollars in benefits from federal, state and local programs.
- Explain clients' responsibilities, rights and program availability at all intakes and re-determinations;
- Compile and maintain data and documents and prepare written narratives to support the eligibility determination;
- Ensure timely processing of applications to meet client needs and program policy mandates;
- Authorize under close supervision, public assistance based on client circumstances and program requirements;
- Use automated technology to document, obtain and verify information to generate reports and authorize benefits and services for the client;
- Assist clients in obtaining the resources necessary to meet their emergency needs;
- Assists clients in obtaining services and coordinates with providers as needed;
- Coordinate and manage clients' participation in a variety of programs;
- Manages case records, files and documents;
- Participate in case staffing with other county staff or community organizations to assess and address the needs of the client;
- Prepare appeal documentation and represent the agency in administrative appeals filed by the client;
- Perform customer service functions – provide assistance and information related to department programs, eligibility, procedures, forms, or other issues; respond to routine questions or complaints; initiates problem resolution;
- Receives and assesses potential fraud information; detects inconsistencies in client history and makes fraud referrals where appropriate;
- Ensures compliance is met for all programs based on the State and Federal mandates;
- Receives, prepares or completes various forms, reports, correspondence, logs, evaluations, case actions, etc;
- Operates a computer to enter, retrieve, review or modify data; verifies accuracy;
- Maintains confidentiality of department issues and documentation;
- Stays current on all programs, policies and community resources;
- Participates in cross functional training and provides backup coverage for other employees or other positions as needed;
- Serves as staff at disaster shelters;
- Performs general clerical tasks which may include, answering telephone calls, performing data entry, making copies, sorting/distributing incoming mail, preparing outgoing mail, sending/receiving faxes, shredding documentation, filing documentation, or scanning/imaging/indexing documentation;
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of the principles and practices of public social service organizations; general knowledge of current social, economic and health

problems and of human behavior and social functioning; ability to analyze facts and exercise sound judgment in arriving at conclusions; ability to perform basic mathematics including calculating percentages; ability to follow oral and written instructions; ability to organize work schedule, manage workload and meet deadlines; ability to communicate complex ideas effectively, orally and in writing; ability to prepare clear and concise reports; ability to establish and maintain effective working relationships with clients, associates and the general public; skill in use of computer and data input; ability to function as a team member on a multi-disciplinary team; ability to read, interpret and apply program policies and procedures.

EDUCATION AND EXPERIENCE:

Any combination of education equivalent to graduation from an accredited college or university with major course work in Human Services or related field and 9 years of experience, 3 years of which as a Benefit Program Specialist II; or 12 years Benefit Program Specialist experience; of which experience must be 3 years within this department as a Benefit Program Specialist II.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds for force occasionally and a negligible amount of force frequently or constantly to move objects; work requires stooping, kneeling, crouching, reaching, standing, walking, fingering, grasping 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.

SPECIAL REQUIREMENTS:

Possession of an appropriate driver's license valid in the Commonwealth of Virginia.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.