

GENERAL DEFINITION OF WORK:

Under minimal supervision the Benefit Program Specialist IV (BPS IV) performs difficult work handling needs assessments and conducts in-depth interviews of clients to determine eligibility for financial, medical and nutritional government assistance programs; oversees the work and day-to-day activities of subordinate staff; ensures services of a work unit are provided in a timely manner; provides direction, guidance and training on policy and best practices to assigned staff.

DISTINGUISHING CHARACTERISTICS OF THIS POSITION:

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

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Participating and serving as lead worker in reviewing, 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.)

- Provides day-to-day guidance, direction, and mentoring to subordinate staff on case related issues, policies and procedures, agency initiatives, and professional development.
- 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 and BPS III 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:

Thorough knowledge of the principles and practices of public social service organizations; knowledge of current social, economic and health problems and of human behavior and social functioning; ability to monitor the work of others effectively; ability to develop, train, mentor, and motivate staff; 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 12 years of experience, 3 years of which as a Benefit Program Specialist III; or 15 years Benefit Program Specialist experience, 3 years of which as a Benefit Program Specialist III.

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.