

<b>POSITION DESCRIPTION</b>	Status: Non-Exempt	Position #: <b>4500.480</b>
Position Title: Economic Support Specialist		Range: 08-1950
Department: Health & Human Services	Location: Washburn County Services Building/remote	Date: February 26, 2025

### **PURPOSE OF POSITION:**

This position is in the Economic Support Services Unit, under the general supervision of the Economic Support Supervisor. This position determines eligibility and provides ongoing case management for Burnett County/Great Rivers Income Maintenance Consortium in a timely and accurate manner for the following public assistance programs: Medical Assistance, BadgerCare Plus, Food Share/SNAP, Caretaker Supplement, and Wisconsin Shares Child Care subsidies. This position has the capacity to be performed in a hybrid work model with the intention to be primarily in remote work status.

### **PRIMARY DUTIES/ESSENTIAL JOB FUNCTIONS:**

- Accepts and processes inquiries, referrals, and applications for entitlement program benefits which may include Medicaid, Food Share, Child Care Certification, Eligibility, Authorizations and Payments.
- Determines eligibility to accurately determine benefits through interactive interviews, documents, data exchanges, alerts, administrative & operations memos, online manuals and handbooks, uses CARES Worker Web, CARES Mainframe and various state computer systems;
- Provides case management to assigned cases by maintaining accurate case files, completing collateral verifications, reviews, and current case documentations within timelines set by state and federal requirements. Responds to emergency need situations;
- Identifies risk factors such as AODA, domestic abuse, disabilities, or suspected child/elder abuse and makes referrals to other units within agency as well as to outside agencies when appropriate. Maintains an effective working relationship within agency and with collateral agencies;
- Maintains close communication with the W-2 agency and makes referrals appropriately.
- Maintains a current understanding of the policies and procedures contained within online program manuals and handbooks;
- Identifies and refers suspected fraud cases and front-end verifications to assure program integrity. Determines over/under payments of benefits. Prepares for and offers testimony in administrative (civil) and criminal hearings
- Attends training sessions according to established consortia training plan and state mandates.
- Demonstrates professional, courteous customer service to clients and other staff, consistent with County Core Values.
- Answers phones in a Call Center setting; provides case management duties; answers questions, provides case status updates, processes changes; troubleshoots problems, responds to emergency needs; re-determines eligibility and processes verifications

## **ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES:**

Qualities necessary to performing these duties are: knowledge and application of program specific benefits and eligibility to individual clients, an understanding of the role of community social service and income maintenance functions; maturity/objectivity (an ability to accept client situations and problems without imposing one's own standards); comfort level in interviewing (ability to obtain needed information in a courteous manner with sensitivity and respect for their individual needs, circumstances and rights); dependability/organization ability (able to work effectively, accurately, and efficiently under high volume pressure, complex programs, deadlines and able to maintain appropriate priorities to accomplish program goals cooperatively with clients and co-workers); ability to work without supervision (exhibit resourcefulness and initiative in performing job duties making appropriate use of available resources for problem solving); comprehensive reading, math and arithmetic skills; advanced ability to utilize electronic technology; advanced computer skills, and ten-key and typing ability to required standards.

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

Thorough knowledge of operating a wide variety of computer hardware and software systems, including be able to demonstrate experience and knowledge of MS Office Suite products, windows operating systems, computers and peripheral devices. Skill in operation of various office equipment, computers, and other peripherals; extensive documented knowledge of a variety of software including MS Office Suite, Windows operating systems, computers and peripheral devices.

## **EXPERIENCE AND TRAINING REQUIRED:**

Requires two or more years of college or technical school training and, three or more years of related work experience or an equivalent combination of training and experience that provides the required knowledge, skills and abilities.

## **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

### **TOOLS AND EQUIPMENT USED;**

- Telephone systems; mainframe computer terminal; personal computer including word processing software; copy machine; postage machine; fax machine; calculator.
- Reliable access to internet required in a remote work environment.
- Secure, confidential workspace for hybrid/remote work required.

### **WORK ENVIRONMENT;**

The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar related or a logical assignment to the position.

The job description is subject to change by the employer as the needs of the employer and requirements of the job change.

Effective Date: 12/07/04

Revision History: 1/99, 3/05, 09/09,  
12/12, 02/25