



Perry County Job and Family Services

EXTERNAL POSTING Eligibility Referral Specialist II

Classification: Eligibility Referral Specialist II **Working title:** Eligibility Referral Specialist II
Department: Income Maintenance Unit **Normal working hours:** 8am – 4:30pm
Pay Range: 28 **Starting Rate: Step 1** \$20.95
PCN: 50003 **Education Pay Offered**
Posted: August 5, 2024 **Application Deadline:** Until Filled

Applications are available online at [Human Resources - Perry County Job and Family Services \(perryjfs.org\)](http://HumanResources-PerryCountyJobandFamilyServices.perryjfs.org)

Submit completed Application, Resume, and 3 Professional References,
via email: PerryHR@jfs.ohio.gov

RESPONSIBILITIES:

- Interviews applicants to determine their initial and ongoing eligibility for public assistance benefits
- Knowledge of various State, Local and Federal programs including SNAP, Medicaid, Cash Assistance, and other programs as assigned
- Completes budgeting & ensures compliance with Public programs as assigned
- Conducts interviews in person & over the phone in call center environment
- Provides case management functions, including handles complaints
- Adheres to program guidelines/laws; approves or denies applications.
- Explains rights and responsibilities to applicants/recipients of SNAP, Medicaid, Cash Assistance, TANF and other programs as assigned
- Identifies need and refers recipients & applicants to other internal agency units, community partners and governmental agencies
- Provide courteous, effective customer service in person and over the phone
- Interprets and applies Federal and State regulations/law/policies/guidance
- Holds all aspects of employment as confidential and maintains confidentiality indefinitely
- Places clients into programs and tracking progress
- Program eligibility and all business process functions
- Intakes/Renewals/Re-applications
- Processes public assistance overpayments and under-issuances
- Identifies and refers clients and/or applicants for a variety of workforce development programs
- Seeks to resolve barriers to employment, and/or promotes employment services by contacting employers to solicit employment opportunities for workforce development programs



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- Determines eligibility for emergency assistance and self-sufficiency assistance programs
- Performs miscellaneous tasks associated with the duties of the Eligibility/Referral unit
- Makes home visits as needed
- Attends training sessions and meetings as requested
- Operates, maintains current knowledge, and utilizes technology needed for performance of duties
- Operates motor vehicle and maintains appropriate coverage as required
- All other duties as assigned

MINIMUM CIVIL SERVICE QUALIFICATIONS:

- One year of experience as an Eligibility/Referral Specialist Worker 1, 30121
- Or two years of experience as Unit Support Worker 2, 30112
- Or completion of undergraduate major core coursework in behavioral science or social science, one course of six months experience in interviewing techniques, and one course or six months experience in typing, keyboarding, or word processing
- Or completion of two years of technical education in behavioral science or social science, one course or six months experience in interviewing techniques, and one course or six months experience in typing, keyboarding, or word processing
- Or two courses or one-year experience in behavioral science, social science or customer service techniques, one course or six months experience in business mathematics, one course or six months experience in business English, one course or six months experience in interviewing techniques and one course or six months experience in typing, keyboarding or word processing
- Or education, training and/or experience in an amount equal to the Minimum Qualifications stated above