NEW AUG 0 2 1987

OHIO CLASSIFICATION SPECIFICATION *Developed for Equal Opportunity*	CLASS TITLE: Income Maintenance Worker 3	CODE: 17223C
	MAJOR AGENCIES: County Offices, Universities	JURISDICTION: Cnty., Univ.

FUNCTION: Under general supervision from unit supervisor, income maintenance supervisor or county welfare administrator, interviews applicants to determine their initial eligibility for public assistance (i.e., all income maintenance programs excluding food stamps); approves or denies applications; makes referrals to other welfare units & community or other governmental agencies; performs variety of clerical & technical duties related to preparation & maintenance of public assistance cases; attends meetings & conferences; may investigate child support non-compliance cases & maintain case records; may, on full time basis, acts as assistant to unit supervisor or member of quality control unit, review all types of public assistance & food stamp cases (i.e., initial &/or ongoing determinations) previously completed by other income maintenance workers to ensure accuracy (Con't)

-PERFORMS RELATED DUTIES AS REQUIRED

RANK	% OF TIME	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1 (128) 123:1-7-17	70-90	Interviews applicants to determine their initial eligibility for public assistance (i.e., A.D.C., Medicaid, nursing home, G.R., supplemental & emergency assistance, foster care; all public assistance programs excluding food stamps) through office or home visits; computes applicant's budget; verifies all documentation submitted to support request for assistance in accordance with public assistance guidelines; approves or denies applications; explains to recipients their rights, income maintenance procedures & programs & other available welfare services; refers applicants & recipients to other welfare units, community &/or governmental agencies when appropriate (e.g., social services, Bureau of Employment Services, social security, food stamps); makes burial arrangements & administers estates & insurance of trusts in cases of deceased persons who were former recipients when appropriate.	Knowledge of (1) budgeting, (2) public relations, (3) office practices & procedures, (4) interviewing, (5) income maintenance programs, procedures & relations*; ability to (6) follow oral or written instructions, (7) deal with problems involving several variables within familiar context, (8) apply principles to solve problems, (9) define problems, collect data, establish facts & draw valid conclusions, (10) calculate fractions, decimals & percentages, (11) copy material from one record to another, (12) complete routine forms, (13) interview applicants & recipients to determine their eligibility for public assistance, (14) sort items into categories according to established methods, (15) gather, collate & classify data, (16) work alone on most tasks, (17) answer routine inquiries, (18) handle

*Developed after employment

UNUSUAL WORKING CONDITIONS:	MINIMUM CLASS REQUIREMENTS: *(Including license, if any.)* 6 courses in budgeting (or 6 mos. exp.); 3 courses in public relations (or 3 mos. exp.); 3 courses in office practices & procedures (or 3 mos. exp.); 3 courses in interviewing (or 3 mos. exp.); or equivalent.	TRAINING & DEVELOPMENT:

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	MAJOR AGENCIES: County Offices, Universities	JURISDICTION: Cnty., Univ.

FUNCTION: (i.e., excludes employees classified as Income Maintenance Worker 2 who redetermine eligibility of recipients);

- PERFORMS RELATED DUTIES AS REQUIRED

RANK	% OF TIME	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
			sensitive face-to-face & telephone contacts, (19) establish good rapport with recipients.
2 (129)	10-20	Receives & investigates complaints concerning lost, stolen or undelivered assistance checks; prepares & maintains case records regarding applicant/recipient eligibility status for assistance programs to include address changes, household composition, assistance needs, resources & income & other necessary entries; prepares notification letters informing recipient of suspension, reduction or termination of assistance; prepares & refers form to investigation unit necessary to report cases of suspected fraud or overissuance; assists applicants & recipients in completing assistance or hearing appeal forms; appears with client in hearings or prepares summaries & appears in hearings upon request; processes corrections in cases identified by quality control; answers routine inquiries either by telephone or correspondence; completes special data assignments.	Knowledge of 1, 3, 5*; skill in (20) operation of office equipment (e.g., copier, calculator or adding machine, dictating machine, typewriter)*; ability to 6, 7, 8, 9, 10, 11, 12, 14, 15, 16, 17, 18, 19, (21) cooperate with co-workers on group projects, (22) prepare routine business letters, (23) arrange material in numerical or alphabetical order.
3 123:1-7-17	2-8	Attends staff meetings to discuss regulations & any revisions in procedures & conferences, training sessions & workshops to give or receive information pertaining to welfare operations; cooperates with community & health agencies.	Knowledge of 3, 5*; ability to 15, 17.

*Developed after employment

MINIMUM CLASS REQUIREMENTS: *(including license, if any.)*