



CLASSIFICATION SPECIFICATION

CLASS NUMBER 30121

ELIGIBILITY/REFERRAL SPECIALIST 1

OHIO COUNTY DEPARTMENTS OF JOB AND FAMILY SERVICES

EFFECTIVE

MAY 5, 2002

The duties are arranged in order of importance. However, the specific duties and the frequencies listed may vary across counties depending on such factors as the number of other incumbents within this job classification, related classifications, and/or the size of the CDJFS. Therefore, an Eligibility/Referral Specialist 1 may not perform all of the duties listed. However, performance of the first (I) duty a minimum of 20% of the time is mandatory for this classification.



Summary of Essential Duties

The primary purpose of the Eligibility/Referral Specialist 1 classification is to interview and maintain communication with public assistance clients who have previously been determined to be eligible for public assistance, concerning whether these clients continue to be eligible for public assistance programs (i.e., to redetermine their eligibility for public assistance programs), AND/OR assess ongoing clients' employment situation (i.e., those who have been previously determined to be eligible for public assistance) and seek to resolve any barriers to employment these clients may be experiencing. The Eligibility/Referral Specialist 1 classification also tracks ongoing clients already enrolled in Educational and/or Training programs (e.g., Job Opportunities and Basic Skills – JOBS; Learning Earning and Parenting – LEAP; Workforce Investment Act - WIA) and assists ongoing clients in job search/retention activities. In addition, the incumbent also processes overpayments and underissuances. Employee will also determine initial and/or on-going eligibility for emergency assistance and self-sufficiency assistance programs (e.g., Prevention, Retention and Contingency services [PRC], Family and Children Emergency Services/Emergency Services Assistance Allocations [FACES/ESAA]) if assigned.

Duties

Frequency: 64% +/- 15%

- I. Interviews and maintains communication with public assistance clients who have previously been determined to be eligible for public assistance, concerning whether these clients continue to be eligible for public assistance programs (i.e., to redetermine their eligibility for public assistance programs), AND/OR assesses ongoing clients' employment situation (i.e., those who have been previously assessed and need to be reassessed, and/or re-assisted due to a change in employment circumstances) and seeks to resolve any barriers to employment these clients may be experiencing. The public assistance programs referred to in this rank do not include emergency assistance and self-sufficiency assistance programs (e.g., Prevention, Retention and Contingency services [PRC], Family and Children Emergency Services/Emergency Services Assistance Allocations [FACES/ESAA]).

Frequency: 20% +/- 5%

- II. Tracks ongoing clients already enrolled in education and/or training programs and assists ongoing clients in job search/retention activities, AND/OR determines initial and/or ongoing eligibility for emergency assistance and self-sufficiency assistance programs (e.g., Prevention, Retention and Contingency services [PRC], Family and Children Emergency Services/Emergency Services Assistance Allocations [FACES/ESAA]) which includes interviewing applicants, collecting necessary program verifications, documenting client needs, discussing service alternatives, assisting in the location of goods and services, making contacts with service providers, and initiating referrals.



Frequency: 10% +/- 5%

III. Processes public assistance overpayments and underissuances.

Frequency: 2% +/- 1%

IV. Attends hearings, training and meetings regarding public assistance issues/cases and/or employment issues.

Frequency: 2% +/- 1%

V. Contacts other public and private sector agencies to establish potential work experience sites for educational and/or training program participants, AND/OR contacts employers and/or training providers to establish and maintain working relationships for the provision of employment and workforce development services.

Frequency: 1% +/- 1%

VI. Makes home visits.

Frequency: 1% +/- 1%

VII. Performs miscellaneous tasks associated with the duties of the Eligibility/Referral unit (e.g., operates photocopier; files).



**KSA'S FOR THE
JOB CLASSIFICATION OF
ELIGIBILITY/REFERRAL SPECIALIST 1**

| DUTY | KNOWLEDGE | SKILLS | ABILITIES |
|------|--|-----------------------------|--|
| I | Office practices & procedures;* Agency computer systems (e.g., CRIS- E);* Interviewing principles; Federal, state, and local laws, rules and regulations governing eligibility for public assistance programs;* English grammar and composition; Social welfare issues;* Training and development practices; Employment counseling practices; Tests and measures; Employment assessments; Medical barriers to employment; Relevant agencies and community programs for referrals; Psychological barriers to employment (e.g., low self esteem, abusive relationships). | Typing; Word processing. | Extract information from various sources; Draw valid conclusions; Comprehend a wide variety of complex, technical written material; Listen for problems or issues and provide responses or explanations; Interact with hostile or angry individuals; Maintain accurate records; Proofread materials; Work on multiple tasks/projects; Read, copy, and record figures; Use computers; Interpret policies and procedures; Recognize unusual or threatening conditions. |
| II | Office practices & procedures;* Agency computer systems (e.g., CRIS- E);* Federal, state, and local laws, rules and regulations governing eligibility for public assistance programs;* English grammar and composition; Social welfare issues;* Employment counseling practices; English grammar and composition; Interviewing; JOBS programs;* LEAP programs;* WEP program.* | Typing; Word processing. | Extract information from various sources; Comprehend a wide variety of complex, technical written material; Interpret policies and procedures; Recognize unusual or threatening conditions; Listen for problems or issues and provide responses or explanations; Coordinate action of others; Maintain accurate records; Prepare correspondence; Work on multiple tasks/projects; Recognize unusual or threatening conditions; Handle contacts with outside agencies; Explain technical issues to others; Perform vocational assessments; Administer, score, and interpret test results; Perform computer operations; Determine barriers to employment. |
| III | Agency computer systems (e.g., CRIS- E);* Federal, state, and local laws, rules and regulations governing eligibility for public assistance programs;* English grammar and composition. | Typing; Word processing. | Interpret policies and procedures; Work with others; Listen for problems or issues and provide responses or explanations; Perform intermediate mathematical operations; Understand manuals and verbal instructions; |



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| DUTY | KNOWLEDGE | SKILLS | ABILITIES |
|-----------|---|----------------------------|---|
| | | | Prepare correspondence; Interpret technical materials; Use computers. |
| IV | Office practices and procedures;* Federal, state, and local laws, rules and regulations governing eligibility for public assistance programs;* Social welfare issues;* Public assistance issues; State hearing procedures. | Typing; Word processing | Extract information from various sources; Present information during hearing; Comprehend a wide variety of technical, written material; Interpret policies and procedures; Listen for problems or issues and provide responses or explanations; Interact with hostile or angry individuals; Perform intermediate mathematical operations; Fill out or prepare correspondence. |
| V | Office practices and procedures;* Federal, state, and local laws, rules and regulations governing eligibility for public assistance programs;* Public relations issues; Interviewing principles; English grammar and composition; Vocational career issues; Social welfare issues.* | Typing; Word processing | Extract information from various sources; Collect data; Interpret policies and procedures; Work with others; Give or exchange routine facts and information; Listen for problems or issues and provide responses or explanations; Negotiate with others; Maintain accurate records; Prepare and deliver lectures; Complete forms; Handle contacts with outside agencies; Explain technical issues to others; Explain assistance, procedures, or situations to others; File material numerically, alphabetically, and/or chronologically. |
| VI | Federal, state, and local laws, rules and regulations governing eligibility for public assistance programs;* Interviewing principles; Social welfare issues.* | Interviewing. | Draw valid conclusions; Give or exchange facts and routine questions/inquiries dealing with public assistance programs; Listen for problems or issues and provide responses or explanations; Interact with hostile or angry individuals; Maintain accurate records; Complete forms; Work independently; Collect facts; |



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| DUTY | KNOWLEDGE | SKILLS | ABILITIES |
|------------|-----------------------------------|-----------------------------|--|
| | | | Work on multiple tasks/projects; Work with the elderly; Handle contacts with outside agencies; Read, copy and record figures; Gather, collate and summarize data; Apply principles to solve problems; Work with the physically challenged; Work with the sick; Explain technical issues to others. |
| VII | Office practices and procedures.* | Typing; Word processing. | Maintain accurate records; Complete forms; Work independently; Work on multiple tasks/projects; Read, copy, and record figures; Use computers; File material numerically, alphabetically, and/or chronologically |

(*) Developed After Employment.



Minimum Qualifications

- One year of experience as a Unit Support Worker 2, 30112.
- Or one course or six months 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.

Unusual Working Conditions/Hazards

The incumbent is responsible for placing clients into appropriate programs and keeping track of their progress. However, they are not directly responsible for the safety of others. Additionally, the incumbent works in an office setting where the probability of injuries is low. The office setting, like most offices, may be slightly dirty or noisy at times.