

# Richland County

## Position Description

**Position Title:** Economic Support Lead Worker

**Department:** Health and Human Services

**Reports to:** Economic Support Manager

**Pay Grade:** 12

**Date:** 11/11/2024

**Hours per week:** 40

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### Purpose of Position

Responsible to provide support and training to the Economic Support Specialists, both local and throughout the Capitol Consortium. Provide assistance to the Economic Support Manager and Economic Support Supervisor with local trainings and staff meetings. This position assists with training local workers. Partners with leads throughout the consortium to provide policy and process assistance to ESS on a Help Queue through the Genesys call center. The ESS Lead will, also attempt to de-escalate clients and answer their questions when calls are escalated to the Lead Help Queue. This position also partners with consortium Leads to process casework for absent ESS.

### Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Partners with Leads throughout the consortium to provide policy and process assistance to ESS on a Help Queue through the Genesys call center.
- Works to deescalate clients and answer their questions when calls are escalated to the Lead Help Queue.
- Partners with consortium Leads to process cases for absent ESS workers.
- Assigned as Primary Daycare Certification Worker. Visits potential daycare provider's home and determines eligibility for certification. Plans and attends daycare certification recruitment events.
- Assigned as Safe-at-Home Coordinator. Manages cases and maintains policy knowledge.
- Develop and provide new worker training. Participate in Consortium new worker training work group and sub-work groups. Attend weekly new worker round table meetings.
- Perform case work and all duties of ESS position including taking and processing initial applications and maintaining a caseload including Safe at Home clients and other confidential cases.
- Assist with questions on casework by researching policies and procedures and contacting resources.
- Assist in developing and implementing agency policy and procedures.

- Perform data entry accurately and efficiently. Navigate and effectively utilize other agency/provider computer systems.
- Maintain the confidentiality of client information and protected health information as required by State and Federal regulations, including the Health Insurance Portability and Accountability (HIPAA) Act.
- Maintain current knowledge of program requirements, policies, procedures and best practices and participate in continuing education opportunities.
- Participate in committees, trainings and meetings including Quality Control work group.
- Maintains current knowledge of program requirements and best practices and participates in continuing education opportunities
- Represent Richland County Health and Human Services to the community at large through professional interaction, public speaking, media presentations, and participation in community advisory groups.
- Perform other duties as assigned or apparent.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

High School Diploma or equivalent and two years' experience as an Economic Support Specialist; or any combination of education, training and experience that provides equivalent knowledge, skills, and abilities.

### **Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Language Ability and Interpersonal Communications**

- Ability to communicate effectively, orally and in writing, and have strong positive customer service skills.
- Ability to establish and maintain effective working relationships with others.

#### **Skills, Knowledge and Abilities**

- Knowledge of applicable federal, state and local laws, administrative rules, and procedures.
- Knowledge of basic accounting principles and interviewing skills.
- Ability to read, interpret, and apply regulations, laws and policies.
- Experience and skill with computer data entry.
- Knowledge of Microsoft Office software.
- Ability to prepare reports and records.
- Ability to handle a variety of assignments and problems under moderate supervision within standard operating procedures.
- Ability to use analytical ability to select, evaluate and interpret data from several sources including interpretation of guidelines, policies and procedures.

#### **Physical Requirements**

- Ability to exert moderate physical effort in sedentary to light work, involving stooping, kneeling, and crouching. Ability to handle, finger, and feel. Ability to lift, carry, push, and pull.

#### **Working Conditions**

- Work is performed in an office and community settings. Headaches, eyestrain, and other related occupational hazards reflect the most common potential for injury.
- Work is light duty and sedentary with the ability to lift, carry or push up to 10 pounds.
- This position may be occasionally exposed to mental effort and stress as well as angry, hostile or confused persons and offensive language.
- This position frequently performs work under high attention to detail and deadlines.

**Special Requirement**

As a post-offer pre-employment condition, a criminal background check conducted by the State Department of Justice (DOJ) including FBI fingerprinting must be completed and passed. Richland County may disqualify an applicant if the position's responsibilities are substantially related to the applicant's criminal history. Wisconsin's Fair Employment Law, s.111.31-111.395, Wis. Stats., prohibits discrimination because of an arrest or conviction record. Management reserves the right to make employment contingent upon the successful completion of the background check. The cost of the background check and fingerprinting will be covered by Richland County.

Richland County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.

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Employee's Signature

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Supervisor's Signature

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Date

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Date