

# Position Description

**Position Title:** Economic Support Specialist

**Department:** Health and Human Services

**Reports to:** Economic Support Supervisor

**Pay Grade:** 11

**Date:** 10/01/2024

**Hours per week:** 40

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## Purpose of Position

Responsible to assess needs and determine eligibility for federal and state public assistance programs for eight Wisconsin Counties including referrals to other agencies and organizations based on client needs.

## 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.

- Staffs Capital Consortium Call Center: Takes calls from applicants, recipients and advocates regarding public assistance benefits and accurately documents actions taken.
- Processes cases: establishes new cases and reviews open cases ensuring compliance with federal and state policies and procedures. Processes document and verbal verifications. Utilizes data exchanges to determine program eligibility and documents actions taken.
- Assist agency staff and visitors with questions, conduct in person interviews for benefits, to set up appointments, issue temporary vault cards, scan documents to case files for timely processing and any other duties as assigned.
- Consults and refers clients to other agencies for possible assistance.
- Performs on-going case maintenance: processes changes reported by clients and system generated alerts and discrepancies timely and accurately to ensure correct benefits. Documents all actions taken.
- Performs fraud identification and prevention. Conducts front-end verification activities to prevent public assistance fraud. Investigates fraud reports, and if substantiated, identifies and performs overpayment duties. May include working with the District Attorney when appropriate for the prosecution of fraud.
- Performs data entry accurately and efficiently. Navigates and effectively utilizes other agency/provider computer systems.
- Maintains 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.
- Maintains current knowledge of program requirements, policies, procedures and best practices and participates in continuing education opportunities.
- Represents Richland County Health and Human Services to the community and maintains good community public relations.
- Participates in committees, trainings and meetings including computer system training.

- 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.
- Performs other duties as assigned or apparent.

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

High School Diploma or equivalent with knowledge of public benefits, entitlements, insurance rules and consumer issues; 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 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 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