

STATE OF NEBRASKA CLASS SPECIFICATION
SOCIAL SERVICES WORKER

EST: 12/94 – REV: 3/13
CLASS CODE: C72172

DESCRIPTION: Under general supervision in an Economic Assistance Customer Service Center or Local Office environment, accepts phone calls, reviews applications for services, conducts assessments, determines initial and continuing eligibility, and/or coordinates services from a full range of programs; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the second classification level of five in the Social Services class series. Positions in this class independently perform work at a full performance level and have successfully completed all required training as a Social Service Trainee. Positions in this class are distinguished from the Social Services Lead Worker in that positions do not lead Social Services Workers; although, they may provide guidance or assistance to other Social Services Workers and Trainees.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do these examples include all the duties that may be assigned.)

Assists customers in the development of goals and to gain access to needed services.

Refers customers to local economic assistance offices as appropriate.

Reviews and evaluates information submitted by customers via a telephone system or in person to identify immediate or potential needs to make eligibility determinations.

Reviews applications and referrals through a computer information management system and/or in person with customers to evaluate information provided for completeness, consistency and conformance with policy and procedural guidelines.

Interviews customers either on the phone or in person. Enters information into a computer management information system while conducting a telephone interview. Reviews and verifies customer information to access programs requested and determines service eligibility.

Processes information to initiate services, payments or authorizations to determine eligibility or status changes, service fees, goals, time frames, customer strengths and related customer information, and to initiate referrals for services. At specific intervals, this information is re-determined.

Informs customers of program benefits, rights and responsibilities and/or services available through agency services or other social/community service agencies.

Tracks requested information to make certain it is received and processed timely to ensure accurate eligibility and benefits.

Ensures customer understanding of program benefits, rights and responsibilities, and to comply with federal, state and agency requirements.

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Responds accurately to all reported changes such as household composition and employment status changes and re-determines customer status at specified intervals to determine if needs have changes and to ensure that information in up-to-date and eligibility criteria are still being met.

Reviews information from electronic or paper customer file and other collateral sources to prepare budgets, complete and code appropriate paperwork, compute amount of payment benefits and issue payment certification utilizing agency guidelines and standards for economic and assisted living supports.

Communicates eligibility determinations, changes in benefits and reasons for eligibility status changes to customers and their rights concerning fair hearings.

Evaluates ongoing service delivery in relation to program expectations.

Provides information to assist in services delivery with customers, families and community resources.

Assists customers in problem solving to increase self-sufficiency and independence.

Reviews and resolves requests concerning changes in customers' status, issuance and loss or theft of benefits to determine the necessity for issuance or replacement of a benefit or whether a benefit should be continued, discontinued or changed.

Answers inquiries to provide information on agency services, eligibility requirements and application procedures.

Maintains electronic record of contacts with customers including activities and ongoing concerns.

Promotes community awareness of agency programs and an understanding of the agency's role in community services.

Reviews case actions on customer complaints referred by the public and report findings to supervisor.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: the principles and practices of social work; the principles of individual and group interaction; sociological conditions that influence human behavior.

Skill in: interviewing customers to collect and elicit essential information, gain rapport and assess customer needs.

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Ability to: protect confidential information; organize and manage own work flow; interact with customers from a variety of socio/economic, cultural and educational backgrounds; apply problem solving techniques to a variety of different circumstances; assess customer needs to provide services and economic assistance; review and evaluate information in relation to general guidelines and specific criteria; write clear and non-judgmental narratives, requests, explanatory letters, technical reports, and other materials; select appropriate information from application material and eligibility guidelines; calculate solutions to arithmetical problems involving addition, subtraction, multiplication, division, fractions, decimals and percentages; perform moderate keyboard skills for computer entry; provide excellent customer services while quickly navigating through computer screens; work in a fast paced environment; prioritize and multi-task while maintaining accuracy; consistently meet deadlines.

Positions located within a customer service center: work in a call center environment; use call center computers and software, telephones including Automated Call Distribution and Voice Mail Systems. While working in a Customer Services Center or Local office, incumbents conduct telephone interviews in order to obtain and verify information to make an eligibility determination and accurately type information received during interviews into a computer information management system. Type a minimum of 30 net words per minute.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Six months experience in a customer service or call center setting, determining eligibility for public assistance, examining/processing financial loan applications, medical or unemployment insurance or rehabilitation claims, unemployment services, OR 24 semester hours of post high school education in behavioral sciences, public/business administration, social sciences, education or closely related field OR combination of education and experience in any of the above areas that equates to one year.

SPECIAL NOTES:

Positions in this class may require an employee to possess a valid driver's license and provide a passenger vehicle with adequate liability insurance in order to perform work-related travel.

It may be necessary to adjust regular work hours to meet those convenient for customers and community agencies.

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).

Applicants selected for an interview will be required to complete a typing test with a minimum score of 30 net words per minute.