

DESCRIPTION: Under general supervision in an Economic Assistance Customer Service Center or local office environment, leads a group of Social Service Workers and Trainees by coaching, mentoring, instructing, monitoring, coordinating, assigning cases and guiding work; processes and determines eligibility for complex customer economic assistance services; 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 third classification level of five in the Social Services class series. Positions in this class perform duties of the Social Services Worker class at an expert level while leading a team of Social Service Workers on an ongoing basis. Positions in this class are differentiated from the Social Services Supervisor in that these positions do not supervise three or more social services staff, but are assigned lead worker duties that are not assigned to positions in the Social Services Worker class.

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.)

Serves as a lead worker through coaching, mentoring, instructing and providing case consultation, advice, direction, technical assistance and individual training to Social Service Workers and Trainees to ensure efficient and effective delivery of services.

Schedules, distributes/balances and guides the work assignments of Social Service Workers in accordance with established requirements to assist supervisory staff in timely completion of the workload.

Reviews and reports on the work performance of Social Service Workers to determine adherence to established timetables and quality standards and to document and communicate employee performance levels and training needs. Provides input and make recommendations regarding performance evaluations, employee counseling sessions.

Provides assistance in monitoring, evaluating and developing internal protocols, policies and service delivery goals and objectives.

Assists customers in the development of goals; provides explanation on the application and eligibility determination process and the verification forms required. Refers customers to local economic assistance offices as appropriate.

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, compiles and verifies 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.

C72173 - SOCIAL SERVICES LEAD WORKER (continued)

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

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

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.

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 changed and to ensure that information is up-to-date and eligibility criteria are still being met.

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

Participates in services delivery with customers, family and community resources as a team member.

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

Reviews and resolves requests concerning changes in customer's 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.

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: leadership techniques, coordination of people and resources, teaching and instructing individuals; 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.

C72173 - SOCIAL SERVICES LEAD WORKER (continued)

Ability to: lead, mentor, assign, organize, review and oversee work assignments; organize and manage work flow of oneself and others to meet deadlines; interact with customers from a variety of socio/economic, cultural and educational backgrounds; apply problem solving techniques to a variety of different circumstances; assess customers 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.

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

Two years experience in a health and/or human services field OR 24 semester hours of post high school education in behavioral sciences, public/business administration, social sciences or closely related field OR any combination of education and experience that equates to two years in human services, behavioral sciences, public/business administration, social sciences, or closely related field. Experience in a social service organization with responsibility for determining eligibility for economic assistance programs.

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).