

Click one of these links to see the Job Description for that class:

Job Code	Job Title
C72211	OEA Social Services Worker I
C72212	OEA Social Services Worker II
C72213	OEA Social Services Worker III
C72214	OEA Social Services Worker IV

OEA SOCIAL SERVICES SERIES

C72211 – C72214

DESCRIPTION OF OCCUPATIONAL WORK

This class series uses four levels to describe varied skilled, technical, and supervisory work. Positions within this series are located in an Office of Economic Assistance (OEA) Customer Service Center Customer Service Center or local office environment. Work involves accepting phone calls, reviewing applications for services, conducting assessments, determining initial and continuing eligibility, and/or coordinating services from a full range of programs. The diversity of work responsibilities ranges from simple technical support to determining eligibility for complex customer economic assistance or Medicaid and long-term care services.

All Social Services Workers must complete the mandated assignments and exercises with the approval and review of the supervisor before attaining non-probationary status with the Department.

Job factors used in determining the level of Social Services assignment include scope and difficulty of work performed (based on OEA program knowledge), level of communication, decisions/issues/problems managed, collaboration with internal & external customers, work directives received, supervisory controls assigned, and business needs.

Prior to advancing, SSWs must accurately determine program eligibility at a minimum of the federal or state mandated accuracy rate. Must meet defined productivity goals at a passing level (3) based on program training level.

Office of Economic Assistance Programs			
Economic Assistance (EA) Programs		EA Family Programs	
SNAP*	Supplemental Nutrition Assistance Program	ADC	Aid to Dependent Children
LIHEAP*	Low Income Home Energy Assistance Program	CC	Child Care
EA Adult Programs		Medicaid & Long-Term Care Programs	
AABD	Assistance to the Aged, Blind, or Disabled	MAGI*	Modified Adjusted Gross Income
SSAD	Social Services for Aged and Disabled Adults	Non-MAGI	Non-Modified Adjusted Gross Income
PAS	Personal Assistance Services	NH	Nursing Home
		SIMP	Spousal Impoverishment

*DHHS OEA SSW I Programs

OEA Social Services Worker I (OEA SSW I)

C72211

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

This is the first classification level of four in the Social Services Worker class series. Positions in the OEA SSW I class will receive training in Level 1 Triage duties. All new Social Services Workers in an OEA Customer Service Center or local office environment must complete the mandated assignments and exercises with the review and approval of a supervisor before attaining non-probationary status with the Department. All new Social Services Workers in an OEA Customer Service Center or local office environment must complete the mandated assignments and exercises with the review and approval of a supervisor before attaining non-probationary status with the Department.

Under general supervision, positions at this level are the Level 1 Triage team. The Level 1 Triage team will answer calls from the Interactive Voice Response system (IVR) and answer general questions, complete phone applications (if appropriate), and determine if the call needs to be escalated for further assistance.

Positions in the OEA SSW I class participate in and complete the required OEA program training courses while performing work under close direction and review by a higher-level Social Services professional (i.e. SSW IV, supervisor or trainer) OR have successfully completed all required training and are independently performing work at a full performance level in the OEA SSW I programs (see above).

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

The Level 1 Triage team will answer calls from the IVR and answer basic questions, complete phone applications (if appropriate), determine if the call needs to be escalated for further assistance.

Attends structured classroom and lab training provided by the agency and/or others and participates in on-the-job learning experiences.

Participates in and studies training modules which focus on interpersonal skills, knowledge of current agency practices working with adults and families, agency policies and programs, family dynamics, family-centered philosophy, working with the courts, self-sufficiency services planning, and community-based services.

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

Reviews applications and referrals submitted by customers to evaluate information provided for completeness, consistency and conformance with policy and procedural guidelines.

Interview customers either on the phone or in person. Enters information into a computer management information system while conducting an 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. Ensures customer understanding of program benefits, rights, and responsibilities, and to comply with federal, state and agency requirements.

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

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 is 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. Assist 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: providing customer service to collect and elicit essential information, develop rapport and assess customer needs.

Ability to: protect confidential information; organize and manage own work flow; interact with customers from a variety of socioeconomic, cultural and educational backgrounds; apply problem solving techniques to a variety of different circumstances; assess customer needs to provide services for general Office of Economic Assistance questions; 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 service while quickly navigating through computer screens; work in a fast-paced computer oriented 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 Service Center or Local office, incumbents conduct telephone interviews 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.)

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

[Return to Specification List](#)

OEA Social Services Worker II (OEA SSW II)

C72212

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 four in the Social Services Worker class series. In addition to all OEA SSW I distinguishing characteristics, positions in the OEA SSW II class participate in and complete the required OEA program training courses while performing work under close direction and review by a higher-level Social Services professional OR have successfully completed all required training and are independently performing work at a full performance level.

Under general supervision, once training is complete, OEA SSW II's will process applications to determine program eligibility as a requirement for two or more OEA programs. OEA SSW II's must be able to differentiate between regulations specific to each program being worked. OEA SSW II's will complete interviews and use critical thinking skills to determine program eligibility. OEA SSW II's will act on changes reported during certification periods.

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

Attends structured classroom and lab training and participates in on-the-job learning experiences. Attend training provided by the agency and/or others after the initial classroom training.

Participates in and studies training modules which focus on interpersonal skills, knowledge of current agency practices working with adults and families, agency policies and programs, family dynamics, family-centered philosophy, working with the courts, self-sufficiency services planning, and community-based services.

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

Reviews applications and referrals submitted by customers to evaluate information provided for completeness, consistency and conformance with policy and procedural guidelines.

Interview customers either on the phone or in person. Enters information into a computer management information system while conducting an 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. Ensures customer understanding of program benefits, rights, and responsibilities, and to comply with federal, state and agency requirements.

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

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 is 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. Assist 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 Services work; the principles of individual and group interaction; sociological conditions that influence human behavior.

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

Ability to: protect confidential information; organize and manage own work flow; interact with customers from a variety of socioeconomic, cultural and educational backgrounds; apply problem solving techniques to a variety of different circumstances; assess customer needs to provide OEA services; 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 service while quickly navigating through computer screens; work in a fast-paced computer oriented environment; prioritize and multi-task while maintaining accuracy; consistently meet deadlines.

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

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

[Return to Specification List](#)

OEA Social Services Worker III (OEA SSW III)

C72213

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 four in the Social Services class series. In addition to the OEA SSW I and OEA SSW II distinguishing characteristics, positions in the OEA SSW III class participate in and complete the required OEA program training courses while performing work under close direction and review by a higher-level Social Services professional OR have successfully completed all required training and are independently performing work at an acceptable performance level.

Under general supervision, OEA SSW III's will process applications to determine program eligibility as a requirement for three or more OEA programs. OEA SSW III's must be able to differentiate between regulations specific to each program being worked. OEA SSW III's will complete interviews and use critical thinking skills to determine program eligibility. This tier will act on changes reported during certification periods.

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

Attends structured classroom and lab training and participates in on-the-job learning experiences. Attend training provided by the agency and/or others after the initial classroom training.

Participates in and studies training modules which focus on interpersonal skills, knowledge of current agency practices working with adults and families, agency policies and programs, family dynamics, family-centered philosophy, working with the courts, self-sufficiency services planning, and community-based services.

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

Reviews applications and referrals submitted by customers to evaluate information provided for completeness, consistency and conformance with policy and procedural guidelines.

Interview customers either on the phone or in person. Enters information into a computer management information system while conducting an 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. Ensures customer understanding of program benefits, rights, and responsibilities, and to comply with federal, state and agency requirements.

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

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 is 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. Assist 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, develop rapport and assess customer needs.

Ability to: protect confidential information; organize and manage own work flow; interact with customers from a variety of socioeconomic, cultural and educational backgrounds; apply problem solving techniques to a variety of different circumstances; assess customer needs to provide OEA services; 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 service while quickly navigating through computer screens; work in a fast-paced computer-oriented environment; prioritize and multi-task while maintaining accuracy; consistently meet deadlines.

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

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

[Return to Specification List](#)

OEA Social Services Worker IV (OEA SSW IV)

C72214

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

This is the fourth classification level of four in the Social Services class series. Positions in the OEA SSW IV class perform duties of the Social Services Worker class at an expert level and have successfully completed training in a minimum of five OEA programs, to include Long-Term Care programs (listed above).

Under limited supervision, OEA SSW IV's will be processing applications to determine program eligibility as a requirement for this tier. OEA SSW IV's must be able to differentiate regulations specific to each program being worked. OEA SSW IV's will complete interviews and use critical thinking skills to determine program eligibility. OEA SSW IV's will act on changes reported during certification periods. OEA SSW IV's will act as multi-program support specialists and must have the ability to move from task to task daily depending on business need, this role requires OEA SSW IV's to maintain program and policy knowledge for all trained programs.

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

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 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 or Medicaid and long-term care 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.

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.

Participate in services delivery with customers, family, and community resources as a team member. Assist customers in problem solving to increase self-sufficiency and independence.

Reviews and resolves requests concerning changes in customer 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, develop rapport and assess internal and external customer needs.

Ability to: protect confidential information; organize and manage own work flow; interact with customers from a variety of socioeconomic, cultural and educational backgrounds; apply problem solving techniques to a variety of different circumstances; assess customer needs to provide OEA services; 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 expert keyboard skills for computer entry; provide excellent customer service while quickly navigating through computer screens. Work in a fast-paced computer-oriented environment; prioritize and multi-task while maintaining accuracy; consistently meet deadlines.

Must exhibit strong skills in professionalism, leadership, mentoring, and flexibility. Positions use call center computers and software, telephones including Automated Call Distribution and Voice Mail Systems.

[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 or Medicaid and long-term care programs.

[Return to Specification List](#)

Established: <5/2026>

Note: Classification-specification is subject to change. Please refer to the Nebraska State Personnel Job Specification website at <https://das.nebraska.gov/personnel/classcomp/jobspecs/jobspecs.html> to ensure this represents the most current copy of the description.

The following is a summary of changes made to this class specification.

Section	Change Description	Effective Date