

<b>Job Code</b>	<b>Job Title</b>
C72172	<a href="#">Social Services Worker</a>
C72173	<a href="#">Social Services Lead Worker</a>
V72174	<a href="#">Social Services Supervisor</a>
V72175	<a href="#">Social Services Unit Manager</a>

## SOCIAL SERVICES SERIES

C72172 -V72175

### 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 Economic Assistance (EA) or Medicaid and Long Term Care (MLTC) 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.

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

### Social Services Worker

C72172

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 class series. Positions in this class either participate in and complete required 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. All new Social Services Workers in an Economic Assistance (EA) or Medicaid and Long Term Care (MLTC) Customer Service Center or local office environment must complete the mandated assignments and exercises with the approval and review of the supervisor before attaining non-probationary status with the Department.

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.

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.

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 to gain access to needed services.

Reviews applications and referrals submitted by customers via a telephone system or in person 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 an interview. Reviews and verifies customer information to access programs requested and determines service eligibility.

Attends training provided by the agency and/or others after the initial classroom training.

Refers customers to local economic assistance or Medicaid and longer term care 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.

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.

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.

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 or Medicaid and long term care; 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: \(Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.\)](#)

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.

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## Social Services Lead Worker

C72173

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 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 the listed 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 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.

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.

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 or Medicaid and long term care; 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 or Medicaid and long term care programs.

## Social Services Supervisor

V72174

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. Positions in this class, on a regular and on-going basis, perform work as a supervisor of three or more Social Services Workers, Social Services Lead Workers, Program Accuracy Specialists and/or support staff. Positions in this class are differentiated from the Social Services Lead Worker class with the addition of full supervisory duties and the Social Services Unit Manager class in that these positions are not responsible for the administration of a social services unit through supervisors.

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.)

Plans, assigns, directs, and evaluates the work of subordinate staff located within a Customer Service center or local office including recommending personnel actions related to selection, disciplinary procedures, performance, leaves of absence, grievances, and work schedules and assignments to ensure efficient and effective accomplishment of work.

Confers with and advises subordinate staff to exchange information on and/or explain eligibility criteria, work policies, procedures, and standards, and to identify the characteristics and impact of work problems and formulate possible solutions.

Compares work performance and/or products of subordinate staff with established standards to determine and recommend personnel actions such as appointments, promotions, disciplinary actions, grievance dispositions, status changes and separations to agency management staff, to identify employee training needs and to improve career advancement potential.

Trains subordinate staff in the policies and procedures of social service programs and customer eligibility criteria to improve and maintain job performance levels of employees and meet standards through their exposure to necessary job knowledge and abilities.

Reviews and analyzes electronic or paper customer case records to ensure eligibility functions are processed accurately, timely and in accordance with current rules, regulations, policies, and procedures.

Develops and maintains tracking systems to monitor case status and ensure staff complete the work required to provide quality and timely customer service and meet required performance indicators.

Ensures successful operations of the Customer Service Center or local office including setting performance goals, monitoring performance indicators, and defining corrective actions that will lead to overall improvement of the location.

Analyzes Customer Service Center staffing trends to ensure efficiency and compliance with established goals and objectives.

Monitors incoming call volumes at a Customer Service Center and assists when call volume reaches maximum capacity.

Evaluates, analyzes, and prepares reports on cases, customer concerns, special problems, or other matters to inform management staff of the current status of program activities and to suggest needed changes or improvements.

Promotes community awareness of agency program activities/needs to develop community resources, to improve and expand provider services and/or to promote an understanding of the agency's role in community service and financial maintenance programs.

Evaluates provider services, programs, and staff to determine appropriateness of customer placements, to ensure delivery of contract services and to facilitate correct payment to vendors.

Informs customers of program benefits, rights, and responsibilities and/or services available through other social/community service agencies to maximize customer assistance, to ensure their understanding of program benefits, rights and responsibilities, and to comply with federal, State and agency requirements.

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

Knowledge of: the principles and techniques of supervision; sociological conditions that influence human behavior; the methods and procedures of human services resource development; the federal laws and regulations concerning confidentiality, release of customer information, social service delivery and licensure and certification; training methods procedures and evaluation; work performance or other standards development; utilization of call center equipment including computer software applications.

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

Ability to: manage human resources; plan, assign, direct and evaluate the work of staff in a Customer Service Center or local office environment; understand pertinent federal and State laws; analyze and interpret programs and the procedures/processes used to achieve agency goals; apply the principles and practices of social work; interpret and apply agency guidelines covering a variety of program areas and/or individual case situations; determine compliance with agency guidelines concerning service provision; ability to communicate with customers, co-workers, supervisors and other staff to exchange case information and discuss case assessments and decisions; work in a fast paced 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.)

Post high school coursework/training in: social work; counseling/guidance; psychology; sociology; human development; mental health care; education; or closely related areas AND experience in a social service organization with responsibility for determining eligibility for public assistance and/or social services programs; case management; resource development; or related social service functions; experience in supervision and employee performance evaluation or program analysis/evaluation; or policy development.

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# Social Services Unit Manager

V72175

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 and final classification level of the Social Services class series. Positions in this class perform at the full performance level to administer and manage the operations of a social services unit through supervisors. The Social Services Supervisor class is responsible for the supervision of three or more social services staff and is not responsible for the administration of a social services unit.

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.)

Plans, organizes, directs, and coordinates the operations and program activities of a social service unit to attain program goals and objectives and carry out administrative policies and directives.

Confers with administrative and program superiors, managers of other units within the agency, and representatives of other public and private organizations to discuss agency programs, to resolve problems, to coordinate activities so that goals and objectives are attained, and to facilitate provision of services to customers in an efficient manner.

Discusses policies and procedures with subordinate staff to obtain information, provide guidance, and instruct staff on operational matters when existing policies, procedures, or guidelines do not address the situation.

Develops and recommends new or revised policies, procedures, and guidelines to respond to changes in program needs, objectives, and priorities, and to improve the effectiveness of the programs managed.

Confers with subordinate supervisors and staff to obtain information necessary to develop work priorities, work assignment schedules, and deadlines, to change work plans, and to resolve problems.

Develops performance evaluation standards and procedures to provide information to subordinate staff on the expectations of individual work performance and to provide complete and objective appraisal of subordinate performance.

Reviews and compares the work performance of subordinate staff with established standards to determine the quality and quantity of employee work, training needs, and appropriate personnel actions.

Collects and reports administrative and program data and summaries to administrative and program superiors to facilitate program decision making and planning.

Determines the resources necessary to attain established goals and objectives and provide necessary services to customers in order to provide administrative and program superiors with information to develop budget requests.

Researches social work and social services topics to keep informed of new developments in the field and incorporate current knowledge and practices into unit policies and procedures.

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



Knowledge of: the principles and practices of social work and social services delivery; the types of services typically provided by public and private welfare organizations; State legislation and administrative directives pertaining to social service delivery; federal legislation and guidelines pertaining to social service delivery; the types of social, economical, medical and psychological problems of customers served; sociological conditions that influence human behavior; the principles of individual and group behavior; the principles and techniques of supervision and staff development.

Ability to: read and understand legislation and administrative and program policies, procedures, and guidelines; analyze data, situations, and problems and identify sources of problems and solutions to problems; evaluate the effectiveness of a social service program; determine the resources necessary to attain established program goals and objectives; determine the most efficient utilization of resources to meet established goals and objectives; write reports, policies and correspondence; explain programs, policies and procedures to staff, customers and the public; determine the material and human resources necessary to accomplish specific work assignments; accomplish work assignments and goals through the planning, supervision and direction of assigned staff; formulate performance standards for assigned staff; evaluate employees work performance; determine the training needs of assigned staff; arrive at conclusions and make decisions based on the facts on hand.

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

Post high school coursework/training in social work, public administration, human development, social sciences, psychology, or related field. Experience in a human service organization involving the provision of direct social services to customers, AND experience supervising assigned staff in any type of organizational unit.

SPECIAL NOTES:

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).

Positions in this class series may require an employee to possess a valid driver's license and provide a passenger vehicle with adequate liability insurance, or the ability to provide independent authorized transportation, 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.

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

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Established: <6/2022>

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