

INCOME MAINTENANCE TECHNICIAN PROFILE DESCRIPTION

General Statement of Duties:

This is a Non-Exempt position which determines initial and continuing eligibility for categorical assistance, food stamps and Medicaid programs. Interfaces with automated computer system appropriate to programs.

Duties:

Gathers, assembles, and reviews information provided by applicants regarding financial and non-financial criteria relevant to the initial and continuing eligibility for categorical assistance, food stamps, medical assistance and child care subsidies. Verifies certain information by direct contact, collateral contacts, phone contacts, and/or home visits. Informs the applicants of the relevant requirements and benefits of the programs they may be eligible for. Clarifies and interprets to the client their appeal rights and procedures in response to notices generated by the computer. Assists and guides applicants in completing forms, securing documents and other verifications needed in completing their application. Informs recipients of changes in laws or regulations, which affect their continuing eligibility. Approves/denies applications.

Interfaces on a daily basis with a computer systems requiring accurate and complete data entry forms. Interprets, evaluates computer generated data to determine application to individual case processing as in approvals, changes, denials, discontinuations.

Determines the need for recovery of funds or referral for fraud investigations. Completes informational reports to the proper investigative resource in cases of suspicioned fraud. Verifies pertinent statements given the agency by phone contacts, written requests, and/or direct contact with collateral resources. Prepares for and testifies at evidentiary or other hearings.

Provides information and assesses need for referral to services staff. Makes referrals to other community agencies for available services or assistance. Provides assistance with providers and clients to assist in maintaining cooperative relationships and/or directs issues to appropriate resources for assistance and resolution. Attends meetings/trainings as made available.

Assumes an advocate role for the client and makes appropriate referrals to resources such as but not limited to physician, housing authorities, mental health, employment, education, and training agencies. Takes appropriate actions when a client is not cooperating with program and eligibility requirements.

And all other duties as assigned.

Job Requirements and Difficulty of Work:

Acquire knowledge of regulations, rules and procedures for categorical assistance programs, food assistance program, LEAP, Medicaid and work programs. Knowledge of computer processes and automated systems. Knowledge of local labor market, community resources. Ability to teach/train. Skill in interviewing techniques, written and oral communications. Understanding of human behavior. Ability to obtain information from resistive clients. Ability to exercise individual initiative in problem solving, identifying barriers self-sufficiency. Ability to organize tasks, manages time, analyze facts, and make decisions which will assist the client to become self-sufficient. Ability to develop and maintain working relationships with applicants, coworkers, advocacy groups, legal representatives, the public and other agencies in the community. Skill in assessing client's needs, developing employability plans, motivating and directing clients. Skill in counseling techniques. Ability to compile several documents, input correct figures and information to accurately compute eligibility and payment. Ability to detect errors and make corrections.

The complexity of the work deals with the intake of applications, verification of information to approve or deny assistance because of the number of programs, rules, regulations and their difference, revision, and procedural changes, ability to assess clients on an individual basis based upon their abilities and barriers.

Responsibility:

Work is assigned and monitored at all stages. Daily interaction with supervisor to assess accuracy and timeliness of work. Must be able to ensure accuracy and verify findings in conjunction with rules and regulations for particular program. Responsible for identification of problems, trends and effective strategies for dealing with those problems in programs. In addition, errors in determination could result in loss of benefits to clients, over issuance of benefits and recoveries; and sanctions for the Department, undetected fraud, lawsuits against the Department, or loss of money to the Department.

Personal Work Relationships:

Contacts with applications are to gather information, assess barriers, develop job-seeking strategies as appropriate, counsel, determine eligibility, and explain programs. Outside agencies are contacted for making referrals and obtaining information.

Physical Effort, Work Environment:

Position works in a standard office environment with 5% of time spent performing job-related duties outside the office.