

Shelby County Department of Job & Family Services

Position Description

TITLE: Employment, Financial & Medical Services Specialist 2

SUPERVISOR: Employment, Financial & Medical Services Supervisor

PCN: 5250

CLASSIFICATION/SERIES: 5000

DIVISION: Employment, Financial & Medical Services

PAY RANGE: D

EXEMPTION STATUS: Non-Exempt

WORKING HOURS: M-F 7:30 am - 4:00 pm 40 hr/week

ESSENTIAL JOB DUTIES:

% OF JOB DUTIES	DESCRIPTION OF JOB DUTIES
70%	• Interviews applicants and determines and calculates initial and ongoing eligibility for Cash, Food, Childcare, and Medicaid programs, including Long-Term Care and Waiver services. • Determines eligibility for Prevention, Retention, and Contingency (PRC) Services. • Informs applicants of rights and responsibilities, Healthchek and Pregnancy Related Services. • Processes changes in monthly benefits & maintains ongoing communications with clients to determine their continued ongoing eligibility. • Meets procedural deadlines. • Utilizes computer programs for the tracking and maintenance of cases. • Processes cases, changes, case notes, and other paperwork as required. • Completes daily alerts and IEVS alerts. • Calculates overpayments on Cash, Food, and Medicaid programs.

	• Performs miscellaneous clerical tasks, such as typing, scanning, copying, etc.
15%	• Provides customer service through the customer service phone line by answering program and benefit questions. • Completes all paperwork related to the phone call and documents all customer phone contact.
10%	• Attends related training, conferences, and meetings as assigned. • Stays current on program regulations, policies, and procedures. • Serves on internal/external committees as assigned and may facilitate meetings as needed. • Prepares cases for state hearings and attends hearings as required. • Testifies in court if necessary.
5%	• All other duties as assigned.

MINIMUM QUALIFICATIONS:

- One year of experience as an Employment, Financial, & Medical Services Specialist 1.
- Or two years experience as a Unit Support Worker 2.
- Or completion of undergraduate major core coursework in behavioral science, social science, or education, one course or six months experience in interviewing techniques, and one course or six months experience in typing, keyboarding, or word processing.
- Or completion of two years of technical education in behavioral science or social science, one course or six months experience in interviewing techniques, and one course or six months experience in typing, keyboarding, or word processing.
- Or two courses or one year of experience in behavioral science, social science, or customer service techniques, one course or six months experience in business mathematics, one course or six months experience in business English, one course or six months experience in interviewing techniques, and one course or six months experience in typing, keyboarding, or word processing
- Or education, training and/or experience in an amount equal to the Minimum Qualifications stated above.
- Must be able to legally operate a motor vehicle and/or have reliable transportation to and from employment.
- Must have the ability to professionally deal with difficult clients in adverse situations.

- Must be detail oriented, have strong organizational skills and excellent typing and computer skills.
- Must have excellent verbal and written communication skills including telephone etiquette and interviewing techniques sufficient to obtain additional information from customers.
- Must be able to multi-task.
- Must work cooperatively with other staff and community service providers.
- Must be available for occasional overnight travel.
- Must be able to bend, stretch, reach, and occasionally lift up to 40 pounds.

ACKNOWLEDGEMENT: I acknowledge receiving a copy of this job description, that I meet all minimum qualifications, and that I can perform essential job duties with or without a reasonable accommodation.

Print name

Date

Signature

Date

Administrator/ Appointed Designee Signature

Date