

Location/Job Title	Amelia County Department of Social Services/Benefit Programs Specialist III
Starting Salary	Starting salary is \$33,555 (May be higher based on experience)
Job Type	Full-Time (Salaried)
Job Description	Benefit Programs Specialist III represents the advanced level in the occupational group. This is a technical position. The employee is assigned advanced technical functions that require considerable knowledge of all public assistance functions such as fraud or quality control case review. The incumbent conducts the initial and ongoing eligibility determinations requiring advanced program knowledge, or provide quality control by examining cases completed by other eligibility workers for accuracy and uniformity. Work is performed independently in accordance with well-established guidelines and standards. The most complex situations are reviewed with the supervisor. The Benefit Programs Specialist III reports to the Benefit Programs Supervisor. Other non-essential duties may be assigned to the position as needed.
Minimum Qualifications	Considerable knowledge of: applicable laws, codes, policies, and procedures related to public assistance programs; basic human behavior; financial assistance programs sufficient to determine benefits eligibility; human services programs and how each interrelates; mathematics to calculate percentages, formulas and averages to solve mathematical problems; and interviewing techniques such as data collection, interrogation, and investigation. Skill in operating a personal computer and the associated office and agency software. Demonstrated ability to: manage complex cases; read and interpret public policies and regulations sufficient to make decisions independently in a variety of public assistance programs; share learned information with co-workers; communicate effectively and diplomatically both orally and in writing with broad spectrum of individuals to include, but not limited to, customers, employers, courts, and medical professionals in person and on the phone; interview, gather information, re-evaluate each client's situation, and make referrals; determine a client's ownership share in situations where multi-ownership exists; assess client's needs through collection and analysis of employment history and pertinent personal, family and cultural information; use various types of automated technology to establish and maintain case records, access data such as estates, retirement accounts, and real estate, reports, and manipulate data; maintain professional ethics related to confidentiality; exercise sound judgment, discretion, tact and resourcefulness in solving problems and drawing logical conclusions; and establish and maintain effective working relationships with applicants and recipients, other public and private agencies, associates, and the public in a positive and tactful manner under sometimes stressful situations; and identify customers' needs and explore options to address these needs within the available community resources. Ability to keep information confidential.
Preferred Qualifications	Considerable experience in determining eligibility for SNAP and the ABD/Long Term Care Medicaid Programs. Considerable work experience with Virginia state-related software to include VaCMS & MMIS. Prefer experience in a document imaging system. Prefer experience working in a Virginia Local Department of Social Services for the past two years. Prefer high school diploma supplemented with experience in benefit programs, use of

	<p>computer software and hardware, and completion of required Benefit Programs training OR will accept any equivalent combination of training and experience which provides the required knowledge, skills and abilities.</p>
<p>Special Requirements</p>	<p>Applicants must possess a valid Virginia driver's license with no suspensions. Responsible for emergency shelter duty during times of disaster.</p> <p>Applicants may be subject to a DMV/driving record check, pre-employment drug screen, Central Registry (CPS) check and/or criminal history search.</p>
<p>Special Instructions to Applicants</p>	<p>Applicants must apply through the online system. Quicklink for Posting: http://virginiajobs.peopleadmin.com/postings/150263 Paper applications are not accepted.</p> <p>An in-person interview is required to be considered for employment.</p> <p>Applications must be complete and only information on the application will be considered for determining whether or not to provide an interview.</p>
<p>Job Available Date</p>	<p>8/1/2019</p>
<p>Open Until Filled</p>	<p>Yes</p>