

Job Posting

Job Title: Benefit Programs Specialist I/II (Amelia)

Hiring Range: Starting salary is based on experience, minimum is \$29,926.

Job Type: Full-Time (Salaried), no telework options

Posting Website: <https://virginiajobs.peopleadmin.com/postings/search>

Location: Amelia, VA

Position Number: 00020

Job Posting Number: 1039058

Job Open Date: 6/15/2018

Job Close Date: 6/22/2018

Job Description: Benefit Programs Specialist I represents the entry level in the occupational group for employees working under close supervision while being trained in determining eligibility for a variety of social services government assistance programs.

Benefit Programs Specialist II represents the full-performance level in the Benefit Programs Specialist occupational group.

Responsibilities include, but are not limited to: conducting intake and ongoing eligibility determinations for financial assistance, SNAP and medical assistance; interviews persons for assistance, obtains necessary information, and re-determines their continuing eligibility; explains benefit programs and determines reasons and need for assistance; processes applications for financial assistance and diversion; determines eligibility for assistance and benefit levels using automated systems and manual methods; interprets policies and procedures applicable to the various programs; monitors cases for changes in recipient circumstances, and implements changes to appropriately reflect benefit level within guidelines; evaluates employability status of clients and explores potential sources of income; explains client responsibilities, rights and program availability; refers clients to service worker as the result of overall assessment of situation; prepares reports and maintains client records; identifies possible fraud and makes appropriate referrals; evaluates consistency and completeness of data secured, and where indicated substantiates its accuracy; explains programs and rights/responsibilities of applicants and recipients; explores other possible sources of income; computes assistance plans; determines the amount of allowances for special circumstance items such as household equipment; identifies clearly discernible social problems and makes referrals to Social Workers; provides applicants or recipients with information about other agencies where they may go for services as needed; explains a variety of programs under the social services umbrella.

Minimum Qualifications:

Some/working knowledge of: basic human behavior; mathematics to calculate percentages, formulas and averages to solve mathematical problems; and interviewing techniques such as data collection and investigation.

Skill in operating a personal computer and the associated office and agency software.

Demonstrated ability to: communicate effectively both orally and in writing; interview, gather information, and evaluate situations; analyze information; apply common sense understanding to carry out instructions furnished in written or oral form; exercise sound judgment, discretion, tact and resourcefulness in solving problems and drawing logical conclusions; use various types of automated technology to establish and maintain case records, access and retrieve data, create reports and manipulate data; maintain professional ethics related to confidentiality; 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.

Benefit Programs Specialist II

Working knowledge of: practices of public service organizations; economic behavior; financial assistance programs sufficient to determine/re-determine eligibility for benefits; eligibility requirements for social service assistance as outlined by State, Local and Federal guidelines, regulations and policies;

Demonstrated ability to: communicate effectively 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; make mathematical computations; analyze information and determine from a variety of sources missing information and gaps; use various types of automated technology to establish and maintain case records, and access data such as estates, retirement accounts, real estate, and reports.

BPS I/II: High school diploma supplemented with additional training and related work experience, OR any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

Preferred Qualifications: Experience in determining eligibility for any of the following benefit programs: Supplemental Nutrition Assistance, Temporary Assistance to Needy Families, Medical Assistance.

Experience using VaCMS in a local department of social services in Virginia.

Special Requirements: Applicants may be subject to a Criminal History Background search, Central Registry search, DMV/driving record check, and/or pre-employment drug screen.

The investigation may include: fingerprint checks (State Police, FBI), local agency checks, employment verification and references, verification of education (relevant to employment), credit checks (relevant to employment) and other checks requested by the hiring authority.

All offers of employment are contingent upon satisfactory results of the required checks and screenings.

Employee must be willing to work in the community emergency shelter in the event of a natural disaster or emergency.

Special Instructions to Applicants: Applications for this position must be submitted electronically through this website. Mailed, emailed, faxed, or hand delivered applications and resumes will not be accepted.

The posting website will provide a confirmation of receipt when the application is submitted for consideration.

Even if you have previously applied for a position with the Amelia Dept. of Social Services and not been hired, you are encouraged to apply if you have the qualifications for this position.

Consideration for an interview is based solely on the information provided within the application.

To be considered for this position, you must indicate a current email address and telephone number on the application.

Please refer to your RMS account for the status of your application and this position.

Applications must be complete and up-to-date as of the application date and include complete work history, including periods of unemployment if applicable.

Quicklink for Posting: <http://virginiajobs.peopleadmin.com/postings/114566>

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