



HUMAN SERVICES SPECIALIST 1

6657

GENERAL DESCRIPTION OF CLASS

To meet a specific emergent need, the HUMAN SERVICES SPECIALIST (HSS) 1 decides eligibility for and issues emergency food stamps, cash, or medical assistance. The HSS 1 also refers applicants to other agency or other public programs or community resources.

DISTINGUISHING FEATURES

This is the first level of a four-level series. Lack of deciding initial and ongoing eligibility for and issuing benefits for assistance and related medical programs (e.g., Food Stamps, Oregon Health Plan) distinguishes this class from the next higher level.

DUTIES AND RESPONSIBILITIES

The duties listed below are not inclusive but characteristic of the type and level of work associated with this class. Individual positions may perform all or some combination of the duties listed below as well as other related duties.

1. Eligibility Determination

Reviews application form. Questions applicant to get information to verify and supplement form. Clarifies incomplete or unclear information. Explains rules, regulations, procedures, and responsibilities. Tells applicant of needed documents (e.g., social security card, birth certificate, naturalization papers) and helps secure by contacting appropriate source. Contacts collateral sources (e.g., landlords, employers, medical providers, other States' eligibility workers) to get or verify information.

Applies guidelines to decide eligibility for emergency cash, medical assistance, or food stamps. Computes amount of benefits and completes narratives and documents needed to issue benefits. If ineligible, denies benefits and explains reasons for ineligibility. Testifies at administrative hearings to give general information or reasons for denying benefits.

2. Referral

Runs group orientation meetings for new applicants. As appropriate, makes appointments for applicants with other branch staff. Refers applicants to other Federal, State, or county programs or community resources.

3. General Support Activities

Reviews eligibility for food stamps by processing monthly reports. Transfers figures from monthly reports to payment documents and processes quarterly wage match computer printouts. Returns report forms to clients for additional information, as needed. Answers questions for drop-in clients. Uses computer terminal for inquiry and to key data. Backs up other eligibility workers.

RELATIONSHIPS WITH OTHERS

The Human Services Specialist 1 has daily in-person contact with applicants for assistance and agency clients to give information about agency, other public, or community assistance programs and to get information to determine initial eligibility for emergency assistance. The HSS 1 has daily telephone contact with collateral sources (some of whom may be uncooperative or hostile) to verify client information. There is also weekly telephone contact with eligibility workers in other States to get or verify information and occasional in-person contact with Hearings Officers and Legal Aid representatives when testifying at administrative hearings.

SUPERVISION RECEIVED

The Human Services Specialist 1 receives general supervision from a unit supervisor or branch manager who reviews work through informal conferences, monthly random case audits, and results of random quality control reviews by regional quality control staff. Work review is for accuracy, timeliness, completeness, and compliance with Federal and State statutes and regulations, and agency policies, procedures, and guidelines. The supervisor reviews referrals to other programs and community resources for appropriateness and effectiveness in meeting the client's needs.

Federal and State statutes and regulations, Administrative Rules, agency policy and procedure manuals give guidelines for explaining programs, policies, and procedures, deciding eligibility for and approving or denying benefits.

GENERAL INFORMATION

Positions require serving all qualified clients (including those with communicable diseases, substance abuse problems, and women requesting abortions) and to work with clients who are under emotional or financial stress. Some employees in this class may be required to travel instate including occasional overnight trips.

KNOWLEDGE AND SKILLS (KS)**Basic knowledge of:**

Arithmetic (addition, subtraction, multiplication, and division) to compute benefits.
Oral and written English communication sufficient to perform the functions of this class.

Skill in:

Reading and comprehending technical material written in English.
Interpreting and applying rules, regulations, policies, and procedures.
Verbal and written communication with the public.
Prioritizing and managing work to accomplish both ongoing and emergent duties.
Eliciting information regarding a client's personal situation.
Using and/or operating office equipment, i.e., personal computers, calculators, and computer terminals.

Some positions in this class may require the following:

Skill in spoken and written communication in a language other than English.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class may require different KS's. No attempt is made to describe every KS required for **all** positions in this class. Additional KS requirements will be explained on the recruiting announcement.

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STATE OF OREGON
 Dept. of Administrative Services
 Human Resource Services Division