



## HUMAN SERVICES SPECIALIST 2

6658

### GENERAL DESCRIPTION OF CLASS

For the purpose of client maintenance, The HUMAN SERVICES SPECIALIST (HSS) 2 decides initial and ongoing eligibility for and issues benefits for assistance and related medical programs except Temporary Assistance for Needy Families (TANF). The HSS 2 also refers applicants or recipients to other agency or other public programs or community resources.

### DISTINGUISHING FEATURES

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

Lack of assessing client and family strengths and need, developing an initial self-sufficiency focused client plan, referring client to other resources and programs, and deciding initial and ongoing eligibility for Adult and Family Services (AFS) programs including TANF and day care 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 Interview and Determination

Reviews the applicant's initial application form. Questions applicant to get information to verify and supplement form. Clarifies incomplete or unclear information. Explains rules, regulations, procedures, and responsibilities to applicant. 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 any of the assistance or related medical programs except TANF and day care. Computes amount of benefits and completes narratives and documents necessary 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. Client Maintenance

Reviews updated information from clients (e.g., changes in household composition, income or resources) as required. Visits client's home to get or verify information. Recontacts collateral sources to verify information. Decides continued eligibility and adjusts benefit amount based on new or updated information. Processes necessary forms if adjustment results in over or underpayment and refers case to investigator if fraud is suspected.

### **3. Client Referral/Advocate**

Runs group orientation meetings for new applicants. Refers applicants to other Federal, State, or county programs or community resources. Makes appointments for applicants with other branch staff or refer clients to contracted provider for vocational assessment, as appropriate. Advocates for client or agency with providers (e.g., landlords, utility companies) to negotiate minimum cost and payment schedules for services.

### **RELATIONSHIPS WITH OTHERS**

The Human Services Specialist 2 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 decide eligibility for assistance programs. The HSS 2 has daily telephone and occasional in-person contact with collateral sources (some of whom may be uncooperative or hostile) to verify client information, and with providers to negotiate service costs and payment schedules for clients. 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 2 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 or 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 programs, and approving, adjusting, 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)****Knowledge:**

General knowledge of spoken and written English sufficient to perform the functions of this class.
Basic knowledge of arithmetic (addition, subtraction, multiplication, and division) to compute benefit rates.
Basic knowledge of Federal, State, county, and community resources serving the needs of agency applicants and clients.

**Skills:**

Skill in oral and written communication with the public.
Skill in reading and comprehending technical material written in English.
Skill in interpreting and applying rules and regulations, and policies and procedures for government assistance programs.
Skill in recognizing and analyzing financial, social service, and medical needs of clients.
Skill in making decisions and resolving problems using independent judgment.
Skill in explaining technical policies and/or procedures to others.
Skill in organizing information from many sources to document decisions.
Skill in prioritizing and managing work to accomplish both ongoing and emergent duties.
Skill in determining applicant eligibility for government assistance programs.
Skill in eliciting information regarding a client's personal situation.
Skill in observing client situations and eliciting information that may indicate fraud.
Skill in presenting information concerning agency assistance programs to clients during group orientations.
Skill in maintaining accurate client records and writing case record narratives and forms.
Skill in use and/or operation of 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.
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**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.

Adopted 1/90

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STATE OF OREGON  
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