



HUMAN SERVICES SPECIALIST 3

6659

GENERAL DESCRIPTION OF CLASS

The HUMAN SERVICES SPECIALIST (HSS) 3 assesses client and family strengths and need, develops an initial self-sufficiency focused client plan, and refers client to other resources and programs, including case management. The HSS 3 also decides initial and ongoing eligibility for Adult and Family Services (AFS) programs including Temporary Assistance for Needy Families (TANF) and day care or Senior and Disabled Services Division (SDSD) programs for seniors or people with disabilities.

DISTINGUISHING FEATURES

This is the third level of a four-level series. Assessing client family strengths and needs, connecting families to other resources and programs, developing preliminary self-sufficiency focused case plans with the family, and deciding initial and ongoing eligibility for AFS programs including Temporary Assistance for Needy Families (TANF), day care, Oregon Health Plan, Food Stamps, etc. or doing preliminary and ongoing assessment of client's social service, benefits and medical needs, making referrals and advocating on behalf of the client to enhance independent living, observing for decline in mental or physical functioning and referring for intensive social service intervention when needed, and deciding initial and ongoing eligibility for SDSD Adult Programs such as Title XIX, Food Stamps, General Assistance, Oregon Health Plan, and Oregon Supplemental Income Program, Qualified Medical Beneficiary, Special Medical Beneficiary, and Medically Needy distinguishes this class from the next lower level.

Lack of responsibility for providing technical assistance to other eligibility workers and support staff, auditing eligibility workers' cases for proper determinations, or doing administrative duties in support of branch operations 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. Client Assessment and Determination

Interviews applicant to determine need and eligibility. Makes preliminary assessment of client's needs and explores alternate resources to link clients with on-going case management and other internal programs (such as JOBS) or community services (such as transitional child care, medical benefits and counseling services or related social services such as Older Americans Act programs and Title XIX Long-Term Care services), as appropriate.

Reviews the applicant's initial application form. Questions applicant to elicit 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. Develops preliminary self-sufficiency focused case plan jointly with family. Visits the home to assess and verify information.

Applies guidelines to decide eligibility for TANF, day care and other AFS programs or Adult Assistance and related medical programs. Computes amount of benefits and complete narratives and documents necessary to issue benefits to explain reasons for ineligibility. Writes narrative report summarizing interview with applicant and collateral sources, findings of home visit, conclusions, and reasoning for determination. Testifies for the agency at administrative hearings to give general information or reasons for agency decisions that adversely affected a client's 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, verify, and exchange information. Recontacts collateral sources to verify information. Looks for indications of fraud. Does preliminary checks and refers possible fraud cases to investigators. Decides continued eligibility and adjusts benefit amount based on new or updated information. Updates narrative report summarizing new information from client and collateral sources, findings of home visit, and conclusions.

RELATIONSHIPS WITH OTHERS

The Human Services Specialist 3 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 eligibility for TANF or other agency programs. The HSS 3 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. Contacts community resources such as physicians, mental health practitioners, and alcohol and drug or employment counselors to exchange information or arrange for services. 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 3 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 or reading employee's status reports. 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 provide 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, significant on-going physical or mental health conditions, or 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:**

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

Skills:

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| Skill in verbal and written communication with applicants, clients, and collateral resources of various socioeconomic backgrounds. |
| Skill in interpreting and applying Federal and State rules, regulations, policies, and procedures for government assistance programs. |
| Skill in eliciting information to decide eligibility. |
| Skill in making decisions concerning eligibility for government assistance programs. |
| Skill in making decisions and resolving problems using independent judgment. |
| Skill in prioritizing work to accomplish both ongoing and emergent duties. |
| Skill in observing client situations and eliciting information that may indicate fraud. |
| Skill in recognizing and analyzing the financial, social service, and medical needs of clients. |
| Skill in maintaining composure and working objectively with applicants and/or clients who may be hostile or verbally abusive. |
| Skill in negotiating minimum cost of services (i.e., utility companies, landlords). |
| Skill in maintaining harmonious working relationships with branch and other agency staff and community resources. |
| Skill in working with frequent interruptions. |
| Skill in accurately maintaining client records. |
| Skill in using and/or operating office equipment (i.e., personal computers, calculators, and computer terminals). |
| Skill in testifying at administrative hearings. |

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
 Dept. of Administrative Services
 Human Resource Services Division