



## HUMAN SERVICES SPECIALIST 4

6660

### GENERAL DESCRIPTION OF CLASS

The HUMAN SERVICES SPECIALIST (HSS) 4 gives technical assistance to other eligibility workers and support staff, coordinates staff and gives case audit support to a supervisor, or does administrative duties in support of branch operations.

### DISTINGUISHING FEATURES

This is the fourth level of a four-level series. Giving technical assistance to other eligibility workers and support staff, auditing eligibility workers' cases for proper determinations, identifying and assisting in implementing ideas to improve branch operations, coordinating staff and doing administrative duties in support of branch operations distinguishes this class from the next lower 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. Technical Assistance

Researches and answers questions about assistance and related medical programs policy, procedures, statutes, and regulations for eligibility workers and support staff.

Prepares cases and represents agency at administrative hearings to give general information or reasons for denying or adjusting benefits. Based on new information during a hearing, reverses decisions (which do not involve exceptions to policy) made by other eligibility workers, if appropriate.

#### 2. Case Audits

Selects cases for audit and reviews all documents and forms for complete information and proper formats. Verifies proper determination based on information in file and recomputes benefit amount to ensure correctness. Visits home when inconsistencies or indications of possible fraud exist.

Analyzes results of audits for patterns and types of errors, makes comparisons to determine training needs and discusses decision making and case management practices with eligibility workers. Confers with supervisor and eligibility workers to discuss findings and conclusions of audits. Helps develop and implement corrective action work plans for eligibility worker, as needed. Identifies and assists in implementing methods to improve branch operations or case management procedures.

#### 3. Staff and Office Coordination

Assigns duties to eligibility workers and support staff and adjusts for shifting workloads and schedules. Trains staff on branch procedures. Instructs eligibility workers and support staff and demonstrates tasks. Reviews new policy and procedures with staff. Acts as community liaison responding to inquiries from the media and serving on community committees.

Observes worker's job performance and suggests ways to improve and enhance job skills. Gives supervisor and employee feedback about employee's performance strengths and weaknesses. Gives input on staff performance appraisals. Participates on interview panels and recommends hiring of new eligibility workers and clerical employees.

Prepares required narrative and statistical monthly reports. Authorizes reimbursement for travel expenses. Purchases office equipment and arranges for facility or office equipment repairs.

#### **4. Eligibility Interview, Determination and Redetermination**

Reviews the applicant's initial application. 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. Computes amount of benefits and completes narratives and documents necessary to issue benefits. If ineligible, denies benefits and explains reasons for ineligibility.

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 check 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, conclusions, and reasons for new determination. Special caseload of high risk or a confidential nature where a high degree of technical expertise is needed may be assigned by management on a case-by-case basis.

### **RELATIONSHIPS WITH OTHERS**

The Human Services Specialist 4 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 all assistance programs administered by the agency.

The HSS 4 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. There is occasional in-person or telephone contact with media representatives when responding to requests for information, with vendors and equipment service technicians when purchasing supplies or arranging for repairs to equipment, or with employers and community organizations when giving information.

### **SUPERVISION RECEIVED**

The Human Services Specialist 4 receives general supervision from a unit supervisor or branch manager (who may be stationed in another branch). Work review is 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 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, 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:**

Extensive knowledge of statutes, regulations, policies, procedures and guidelines of assistance program(s) administered by the agency.
General knowledge of community resources serving the needs of agency applicants and clients.
General knowledge of techniques and methods of successfully seeking employment.
General knowledge of arithmetic (addition, subtraction, multiplication, and division) to compute benefits.
General knowledge of documentation required to support eligibility decisions.

**Skills:**

Skill in consolidating information received into appropriate format.
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 and regulations, policies and procedures for agency assistance programs.
Skill in eliciting information regarding a client's personal situation.
Skill in making decisions concerning eligibility for agency assistance programs.
Skill in making decisions and resolving problems using independent judgment.
Skill in prioritizing and managing work time and efforts to accomplish both ongoing and emergent duties.
Skill in maintaining composure and working objectively with applicants and/or clients who may be hostile or verbally abusive.
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 testifying at administrative hearings in support of agency decisions which adversely affect a client's benefits.
Skill in maintaining harmonious working relationships with branch and other agency staff, and community resources.
Skill in negotiating minimum cost of services, i.e., utility companies, landlords.
Skill in accurately maintaining client records.
Skill in maintaining confidentiality of client records.
Skill in using and/or operating office equipment, i.e., personal computers, calculators, and computer terminals.

**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  
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