



BENEFIT PROGRAMS SPECIALIST(CD) –

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<https://youtu.be/M6LN0u1pB9Q>

Hiring Range: \$44,780 - \$62,000 Annually

General Description: This is a paraprofessional position. The incumbent performs routine tasks to determine a customer's eligibility for Social Services benefits, such as Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance to Needy Families (TANF), Medicaid and Auxiliary Grants.

Organization: The Benefit Programs Specialist position is part of Hanover County's Career Development Program (CD). The Benefit Programs Specialist has four levels ranging from Benefit Programs Specialist I to Benefit Programs Specialist - Senior. The incumbent reports to a Benefit Programs Supervisor or Benefit Programs Manager and supervises no staff.

Essential Functions:

- Conducts interviews of persons to determine eligibility for assistance and re-determines their continuing eligibility; exercises sound judgment;
- Explains nature of benefit programs and determines reasons and need for assistance;
- Processes applications for financial assistance and diversion; explains client responsibilities, rights and program availability; determines eligibility for assistance and benefit levels using automated systems and manual methods;
- Evaluates consistency and completeness of data secured, and where indicated substantiates its accuracy; 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;
- 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;
- 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 such as employment services, child support services and child care services.
- Determines the need for and amount of allowances for special circumstance items;
- Evaluates such social factors as education, work experience, and levels of social functioning;
- Contacts vendors for services and ensures payments to allow for the restoration or continuation of services.
- Monitors efficacy, trends of programs, and completes seasonal, quarterly and yearly reports; Prepares reports regarding quality control and makes recommendations to the supervisor;
- Participates on task forces, strategic planning, mentoring volunteers, students and new employees, teaching classes, and conducting outreach;
- Reviews cases for correctness, identifies significant errors/problems in caseloads and determines if the errors/problems are with the section, unit or with an employee;
- Provides statistical data and other information to support budget requests;
- Documents data and information gathered and compares findings with established guidelines of program eligibility; Conducts follow-up as needed;
- Carries a caseload of clients receiving public assistance that involve complex issues;
- Serves as a resource to staff and the public concerning public assistance programs and eligibility requirements;
- A senior worker serves as lead worker and assists supervisor by conducting program training for staff, reviewing case files and providing back-up supervision of staff;
- Provides training to other workers on an individual or group basis;
- Coordinates training programs and orientation for new employees and clients; ensures that established deadlines are met;
- Coordinates and interacts with other community resources and partners to assist clients in meeting assessed needs.
- Performs related work as assigned.

For more information or to apply for this position, please visit our career site at www.hanovercountyjobs.com or call (804) 365-6075.