

## POSITION DESCRIPTION

<b>POSITION:</b>	<b>Economic Support Specialist</b>	<b>POSTING DATE:</b>	<b>9-16-16</b>
<b>LOCATION:</b>	<b>Administration Offices</b>	<b>CLOSING DATE:</b>	<b>9-29-16</b>
<b>SALARY:</b>	<b>\$ 12.82 Non-Exempt</b>	<b>PAYGRADE:</b>	<b>4</b>
Negotiable			
<b>Reports to/:</b>	<b>Economic Support Manager</b>	<b>Department:</b>	<b>Economic Support</b>

**GENERAL RESPONSIBILITIES:** The Economic Support Specialist manages cases for all Income Maintenance programs (FS, BCP, Affordable Care Act, elderly, Blind, and Disabled Medical Assistance, Caretaker Supplement, MA, FSET, WI CC, Provider Certification, Medicare Premium Assistance, Family Planning Waiver) and all Economic Support programs (TANF, CCDF, GA, TCC, WHEAP, KWWF). Provides assistance with client applications, and client registration. Performs varied and complex work to determine initial and continuing eligibility, case management, and front-end verification. Performs other duties as required. Works under the direct supervision of the Economic Support Manager.

### DUTIES:

1. Must obtain and maintain State Certification for Client Registration/CARES System, CARES Worker Web, WHEAP, Child Care and all other applicable systems. Must complete trainings for IM New Worker and all other programs timely. Required to attend job related, in-service, meetings, and training to maintain professional and technical knowledge.
2. Must possess (after hours) energy assistance cellphone (provided) at all times including nights, weekends, and holidays and respond to calls accordingly on a rotating schedule.
3. Must work independently and exercise sound judgment in organizing and prioritizing work within program time limits.
4. Performs client registration and processes applications for Income Maintenance, and all Economic Support assistance programs.
5. Must sign a confidentiality agreement and maintain confidentiality at all times, safeguarding all records and following program rules, regulations, and policies.
6. Conducts interviews, analyzes, interprets, secures and reviews client statements and documentation. Will conduct home visits when required. Determines initial and continued eligibility and benefit levels within specific time limits through reviewing and monitoring the income and assets of clients. Obtains necessary information from verification sources and other departments and agencies. Maintains accurate cases, and current files, applying program rules, policies and procedures. Ensuring that timely written notification is sent for granting or denying benefits.
7. Establishes and maintains electronic and/or paper case files to ensure that assistance history, verification, documentation and correspondence accurately reflect benefit issuances and error corrections.
8. Clarifies discrepancies, reconciles benefit levels, assists clients in completing required forms, explains information to clients regarding economic support programs, and analyzes the needs of the client in order to make necessary referrals to other programs.
9. Must establish and maintain effective working relationships with clients, families, other departments, and staff. Works collaboratively with community, local, state, and federal programs and resources.
10. May testify at a court proceeding and/or administrative hearing.
11. Analyzes applications and recertification for error prone profile discrepancies and refers all to the manager; assists in the investigation of suspected fraud cases.

12. Prepares purchase orders for Economic Support Programs.
13. Responsible for employment and training services to facilitate self sufficiency and independence for TANF and Food Shares Employment and Training (FSET) programs, Works with peer providing classes in financial management, education awareness, job/career skills, leisure time, etc.
14. Responsible for the development of unsubsidized employment and establishing and monitoring job sites for participants.
15. Must submit a written monthly report on all programs to department manager.
16. Must maintain an acceptable departmental attendance record.
17. Must be reliable and prompt when reporting to work.
18. Must develop and maintain departmental operational manuals.
19. Must adhere to tribal law and other applicable laws as well as tribal personnel policies and procedures.
20. May be required to satisfactorily complete an exam or other testing requirement(s) to determine skill proficiency.
21. The above duties and responsibilities are not an all- inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

**QUALIFICATIONS:**

1. High School Diploma or GED required.
2. An Associate's Degree in Business Administration ,Public Administration, or Human Services is preferred
3. Minimum of two years' experience involving extensive public contact, customer service, interviewing, case management, data entry, computer software use, clerical office work, and financial planning or any combination of training or advanced education.
4. Must have good communication (oral and written) skills, organizational and interpersonal skills. Must be able to present a positive and friendly image while maintaining professionalism, and be able to work with clients while using tact and diplomacy.
5. Must be mature and objective, able to accept client situations and problems without imposing one's own standards.
6. Must obtain an elder/youth license, be bondable and pass Criminal Investigation Background Check prior to and during the course of employment with the Stockbridge-Munsee Community. Must comply with the Employee Dishonesty policy.
7. Must be willing to attend all applicable training.
8. Must pass pre-employment drug and health screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
9. Must be eligible for coverage under the employer's liability insurance.
10. Must have demonstrated ability to maintain satisfactory working record in any prior or current employment.
11. Must be able to meet physical requirements of position.
12. Must have a valid driver's license, reliable transportation, and insurance are required. Must obtain a Wisconsin driver's license within 30 days of employment if applicant has an out-of-state driver's license. Must meet and maintain the eligibility to operate a personal or tribal vehicle under the driver acceptability guidelines as established by Mohican Nation Insurance.
13. Must abide by departmental and organizational safety, testing, and uniform guidelines.

**PHYSICAL REQUIREMENTS/WORK ENVIRONMENT**

1. This position requires a lot of sitting with occasionally stoop, kneel, crouch, and lift and/or move up to twenty-five (25) pounds.
2. Evening and/or weekend is required. Extended hours and irregular shifts may be required.
3. Work environment requires excellent personal hygiene due to working in close proximity to others and in an enclosed area.
4. A Tuberculosis (TB) Screening and/or TB Skin Test are required.

SUBMIT APPLICATION TO:

Human Resource Department  
P.O Box 70  
N8705 Moh He Con Nuck Rd  
Bowler, WI 54416

**WE ARE A DRUG FREE EMPLOYER.**  
**CANDIDATES MUST PASS DRUG SCREEN**  
**AND REMAIN DRUG FREE.**

**The Stockbridge-Munsee Community operates as an equal opportunity employer except Indian Preference is given in accordance with the Tribal Employment.**

**Although an interview may be granted, this does not determine that the candidate fully meets the qualifications until it is determined by the interview team.**

New Position:  
Revised Position: 10/10/01  
Revised Position: 11-29-05  
Revised Position:

Tribal Council Approved:  
Tribal Council Approved: 10-31-02  
Tribal Council Approved: 12-20-05  
Tribal Council Approved: 8-2-11  
Exec Dir HR Approved: 3-11-14  
Exec Dir HR Approved: 5-23-14