

SOCIAL SERVICES ASSOCIATE

GRADE 24

FLSA Status: Non-Exempt

GENERAL DEFINITION OF WORK:

Performs responsible paraprofessional work assisting the eligibility and service fraud staff in determining program eligibility, preliminary records fraud research and meeting client needs; does related work as required. Work is performed under regular supervision.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Assisting in determining program eligibility; assisting clients with various applications; tracks claims; researches resources; maintaining files and records; preparing reports.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Performs customer service functions; provides assistance and information related to department programs, eligibility, procedures, forms, or other issues; responds to routine questions or complaints.
- Informs clients about departmental and outside source services and programs; informs clients of procedures and requirements; assists clients in completing forms; assists clients in making necessary community contacts to locate resources; maintains confidentiality.
- Assists in the determination of eligibility for various programs; maintains log of cases; notifies vendors and clients regarding eligibility for various programs; generates payments through state system; informs various providers about program requirements including training and quality standards; provides assistance with routine service needs.
- Enters a variety of information into computer; conducts computer inquiries to research past and present social services benefit information; prepares, maintains and records correspondence, logs, notices, narratives, fuel/crisis case reports, client records, client summary reports, fraud activity reports, or other documents.
- Maintains case records; requests folders and case numbers for new cases; purges outdated case records according to established policy/procedure.
- Schedules and transports clients to appointments; assists with reassessments; makes home visits; purchases and delivers supplies; contacts providers and arranges for services.
- Assists with the Companion Care Provider program; prepares payment invoices for providers; sends out training and application information; checks reference and prepares presentation packets.
- Conducts accounts receivable activities; enters information into computer; tracks payments; prepares demand for payment letters; prepares associated delinquent reports.
- Reports suspected fraud; detects inconsistencies in client information and assesses for potential fraud; refers cases involving potential fraud to appropriate personnel; tracks fraud case process.
- Performs administrative functions; prepares and mails notices to clients; checks broadcast system for announcements; receives and responds to email messages; designs and maintains various tracking logs.
- Serves as staff at disaster shelters.
- Performs general clerical tasks, which may include answering telephone, making copies, sorting/distributing incoming mail, sending/receiving faxes, shredding documentation, filing documentation or delivery/picking up documentation.

KNOWLEDGE, SKILLS AND ABILITIES:

General knowledge of social service program eligibility requirements; general knowledge of automated data processing systems; general knowledge of social work principles and practices; ability to communicate effectively with eligibility staff; ability to perform mathematical calculations; ability to follow oral and written instructions; ability to organize work schedule, manage workload and meet deadlines; ability to prepare clear and concise reports; skill in the use of a personal computer; ability to establish and maintain effective working relationships with clients, associates and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education equivalent to graduation from an accredited community college with major course work in Sociology, Health or related field and some experience in eligibility work.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires kneeling, crouching, reaching, fingering, grasping and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to inside and outside environmental conditions.

SPECIAL REQUIREMENTS:

Possession of an appropriate driver's license valid in the Commonwealth of Virginia.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.