

Date Posted: 8/13/15  
Department: Health and Human Services  
Job Title: Income Maintenance Program Specialist  
Location: Kiowa, CO  
Salary: \$2,713 – \$3,908/month  
Applications accepted until: 8/27/15

**Elbert County is an Equal Opportunity Employer**

If interested, please submit application and resume to:  
Elbert County Government  
215 Comanche St., PO Box 7, Kiowa, CO 80117  
Or email: dianna.hiatt@elbertcounty-co.gov  
For more information, please call 303- 621-3150

**Elbert County Government**

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**Income Maintenance Program Specialist**

Department:	Health and Human Services	Salary: \$32,567 – \$ 46,897 annually
Approved:	Director, 8/2015	FLSA: Non-Exempt

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**GENERAL STATEMENT OF DUTIES:**

The Income Maintenance Program Specialist conducts extensive interviews to determine initial and on-going eligibility for County citizens requesting public assistance to include the following programs; Medicaid, Food Assistance, Colorado Works (TANF) Cash Assistance, Adult Financial and Adult Medical, Long Term Care, Low Energy Assistance Program (LEAP) and Child Care Assistance Program (CCAP). Maintains knowledge of and interprets rules and regulations of all program areas and inputs approvals, denials and changes into state-approved computer applications. Facilitates and coordinates the processes and procedures necessary to provide clients with assistance. Performs calculations and accounting functions necessary to determine eligibility, establish benefits, and re-determine ongoing eligibility.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*(The following examples are illustrative only and are not intended to be all-inclusive.)*

- Conducts extensive interviews with applicants and gathers information such as income, financial resources and household composition, etc., as necessary to determine eligibility or ineligibility for financial, Food Assistance, LEAP, family medical assistance and adult financial and adult medical programs.
- Advises applicants of their rights and responsibilities once eligible to receive assistance; sends appropriate notices to customers; explains program requirements and services available.
- Denies or closes cases with proper notification to client; handles client inquiries and complaints in a timely fashion and explains why case was closed or denied. Obtains more information, if necessary, to re-open case.

- Processes all applications, initial and re-determinations, within mandated time frames. Verifies all information thoroughly through system databases, client and employer documentation, personal contact with customers, employers and other entities or agencies.
- Assesses client needs regularly and makes referrals to other agency and community services.
- Provides prompt and accurate answers to questions from the general public regarding programs and available services.
- Establishes and maintains case files per State regulations. Reviews state-generated computer data (lists and reports) for accuracy and possible case actions. Thoroughly documents all case actions. Prepares cases for state reviews/audits.
- Establishes and conducts the necessary account processes and procedures to record and account for assistance payments.
- Establishes recoveries for clients allotted more benefit than due, verifies amount and establishes a claim for overpayment. Informs appropriate parties when fraud is suspected. Prepares cases for hearings by validating information within a case and attends and/or testifies at hearings.
- Attends on-going training to maintain/enhance knowledge and skills.
- Completes other duties as assigned.

**NECESSARY SKILLS AND ABILITIES:**

- Ability to establish and maintain effective working relationships with clients, co-workers, community agency personnel and state staff.
- Ability to effectively interview a potential client.
- Ability to work with a diverse caseload of clients with varying emotional, physical, developmental and socio-economic backgrounds and varying cultural and/or religious beliefs.
- Ability to diffuse hostile and potentially unsafe situations.
- Ability to plan, schedule, organize and prioritize workflow/schedule to maintain accurate records and meet deadlines.
- Ability to clearly and effectively communicate both orally and in writing.
- Ability to utilize current technology with proficiency in document/file management, word-processing, data-base management, email usage and Internet browsers
- Knowledge of basic clerical functions, accounting and mathematics.
- Knowledge of county policies and procedures, laws and legal processes related to human service programs and ability to perform analysis relative to these policies, procedures, laws and processes. Knowledge of state and federal laws, policies and departmental policies and procedures regarding public assistance.
- Knowledge of community resources and ability to establish and maintain effective relationships with key collaterals.
- Ability to determine suspicion of fraud or intentional program violations and knowledge of process to establish recoveries.
- Ability to recognize child and adult protection issues and report them to the appropriate authorities.
- Ability to accept and adapt to changes in the work environment, priorities and program rules and regulations.
- Ability to safely drive an automobile or van on public roads and highways
- Ability to remain flexible and sensitive to customers' needs while effectively managing a demanding case load with a high volume of work with frequent interruptions.

- Accurately maintain customer records with confidentiality according to HIPPA, IRS, Federal, State and Local laws, rules and regulations

**RESPONSIBILITY:**

The supervisor makes all critical decisions. Close, detailed supervision is provided before and during the course of work. Incumbent keeps supervisor informed of the progress of each case.

Detailed instructions are often received from the supervisor and during the progress of cases. Work is reviewed for compliance to procedures, methods, general conclusions, final results and accuracy on a regular basis through staffings and supervisory reviews.

**PERSONAL WORK RELATIONSHIPS:**

This position requires contact and professional communications with adults of all ages and family members; medical and mental health professionals; community organizations; other members of the agency and county and state government representatives.

**EDUCATION, EXPERIENCE AND CERTIFICATIONS:**

**Education:** High school diploma or GED equivalent is required.

**Experience:** Two years public contact or clerical experience is required.

**Substitutions:** Two years of college or technical school may be substituted for the required experience.

**ADDITIONAL REQUIREMENTS:**

- Valid Colorado Driver’s License
- Acceptable Motor Vehicle Record
- Must be able to pass a criminal background check
- Bilingual a plus

**PHYSICAL EFFORT, WORK ENVIRONMENT:**

Incumbent is required to attend meetings and trainings within the county and state as necessary. Remainder of work is performed in a standard office environment. Incumbent may encounter angry, hostile clients and verbal abuse.

**Physical Requirements of Position:**

*The following are some of the physical demands commonly associated with this position.*

Driving:	Occasionally
Balancing:	Frequently
Bending/Stooping:	Frequently
Twisting:	Frequently
Squatting/Crouching:	Occasionally
Kneeling:	Occasionally
Crawling:	Occasionally
Climbing Stairs:	Occasionally
Climbing Ladders:	Occasionally
Reaching at Shoulder Level:	Frequently
Reaching Below Shoulder Level:	Frequently
Reaching Above Shoulder Level:	Frequently

Standing/Walking: Frequently  
Lifting: 1 lb. Minimum/30 lbs. Maximum  
Carrying: 1 lb. Minimum/30 lbs. Maximum  
Push/Pull: 1 lb. Minimum/30 lbs. Maximum

**PROBATION PERIOD:**

Initial six months with potential of one six month probationary period extension based on supervisor recommendation with Director approval.