

City of Chesapeake Class Title: Benefits Program Worker I

Position Code: 6120	FLSA Status: Non-exempt
Pay Code: 3	EEO Category: 2

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to determine and re-determine the level of benefit eligibility of applicants/current clients for financial, medical, or nutritional assistance under government programs. The class is responsible for applicant/client interviews and assessments, acceptance/denial determination, record maintenance, client notification, clerical tasks, and reporting. The class works within a general outline of work to be performed; develops work methods and sequences under general supervision.

TYPICAL TASKS

- Schedules appointments and interviews applicants/clients; explains client rights and responsibilities according to local, state, and federal regulations and laws governing programs.
- Assists applicants/clients in securing verification of financial, medical, and social information; notifies supervisor of possible fraud cases.
- Determines employability of clients; establishes client needs, and makes referrals to other departments within and outside the agency as needed; explores other possibilities for income for clients.
- Collects, organizes, analyzes, and documents data in determination of most beneficial assistance plan for client; checks data calculations for accuracy; determines or re-determines program(s) for which eligible.
- Grants or denies benefits and notifies recipient of determination.
- Screens telephone calls relating to public assistance and service programs; provides information.
- Plans, manages, and implements case actions.
- Enters or updates information/data in computer database; runs VEC and DMV checks on applicants/clients.
- Performs routine office tasks such as typing correspondence, data entry, preparing periodic reports for supervisor, filing, faxing, telephoning, and photocopying.
- Performs other related duties as assigned.

GENERAL STANDARDS

Data Involvement	Summarizes, tabulates, or formats data or information in accordance with a prescribed schema or plan.
Interpersonal/People Involvement	Persuades or influences others in favor of a service, point of view, or course of action; may enforce laws, rules, regulations, or ordinances.
Reasoning Requirements	Performs coordinating work involving guidelines and rules but solves problems constantly.
Mathematical Requirements	Performs addition and subtraction, multiplication and division, and/or calculates ratios, rates and percents.
Language Requirements	Reads technical instructions, procedures manuals, and charts to solve practical problems; composes routine and specialized reports, forms, and business letters; speaks compound sentences using normal grammar and word form.
Mental Requirements	Performs specialized technical or entry level professional work requiring general understanding of operating policies and procedures and their application to problems not previously encountered; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.
Decisions/Supervisory Control	Guides others, making frequent decisions, affecting the individual, coworkers, and others who depend on the service or product.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires high school diploma or GED and any combination of education and experience equivalent to satisfactory completion of one year of college education in a social services benefit, programs or services, or a closely related field.
Experience	In addition to satisfying the vocational/education standards, this class requires a

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	minimum of one year of related, full-time equivalent experience.
Special Certifications and Licenses	None

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individual position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.