Jefferson County
Position Description

Name:

Department: Human Services
Division: Economic Support

Position Title: Economic Support Specialist II
Specialty Team (Bilingual, Child Care, LTC)

Pay Grade: 6

FLSA: Non-exempt

Date: October 2026

Reports To: Economic Support Supervisor

Purpose of Position

The purpose of this position is to independently assess, determine eligibility, and provide case management services for Federal, State, and County economic support-related programs for the residents of Jefferson County.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Interviews applicants in person, by telephone, and electronically to determine eligibility for services by gathering client's financial and non-financial data, entering data accurately into various computer systems, and assisting clients in completing forms appropriately.
- Understands Federal and State policies for all programs, with the ability to interpret program benefits and eligibility requirements.
- Evaluates clients' need for services offered by other agencies. Refers clients to needed services.
- Provides ongoing financial case management services.
- Investigates cases for potential fraud, implements IPV sanctions, processes FEV referrals, and calculates and establishes benefit recovery claims.
- Interprets tax documents and court records. Testifies in administrative (civil) fair hearings.
- Rotates in the County Call Center, assisting customers with questions, concerns, changes, and general information and understanding of programs.
- Attends and participates in ongoing training to maintain knowledge of current eligibility requirements, program policies, and procedures.
- Practices competent motivational interviewing techniques, if applicable.
- Supports and enhances a trauma-informed care environment.
- Completes annual compliance training and adheres to Human Services compliance policies and procedures.
- Complies with County HIPAA Policies and Procedures, if applicable.
- Adheres to and promotes safety as a priority in the workplace.
- Performs other duties as assigned or as may develop.
- Demonstrates dependable attendance.

Child Care specific tasks also include:

- Coordinates Childcare Provider Certification. Evaluates and monitors facilities to ensure standards are met, implements corrective action plans, recommends enforcement actions, and investigates complaints of certified providers.
- Authorizes payments to Child Care Providers for W-2 and non–W-2 participants.

Long Term Care Specific tasks also include:

- Determines eligibility for participants seeking Home and Community Based Waiver Programs or Institutional Medicaid
- Communicates with Managed Care Organizations regarding ongoing case maintenance, changes in financial circumstances, and any additional changes that arise for the member.
- Interprets federal and state Medicaid policy guidelines to ensure that individual budgets, income diversions, and resource allowances align with current institutional limits.

Additional Tasks and Responsibilities

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

- Performs Administrative Assistant duties as needed, including scheduling appointments, scanning, answering the switchboard, and directing calls.

Minimum Training and Experience Required to Perform Essential Job Functions

Five years' related experience; or associate degree in a related field and two to three years of Economic Support Specialist experience.

Preferred Training and Experience Required to Perform Essential Job Functions

Bachelor in related field and practical experience, or equivalent education and experience.

Other Requirements – Certificates/Licensures

New Worker Training Certificate.
Elderly, Blind and Disabled Training.
Civil Rights Training.
Clients Rights Training.

Knowledge, Skills, Abilities

- Ability to reliably and predictably carry out one's duties.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to work effectively with individuals and families to assist them in solving physical, mental, and social problems, with members of the mental health team and other allied professionals.
- Ability to work with challenging situations where clients may be hostile or aggressive.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Knowledge of accurate record-keeping and accounting and bookkeeping processes in accordance with regulatory mandates and economic practicality.
- Skill in operating a personal computer, laptop, and other department office equipment using applicable department software, Microsoft products, web-based systems, and performing data entry.

Supervision

None.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 10 pounds does not generally occur, but may occur when lifting boxes, books or paper. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus, distance vision.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is not regularly exposed to adverse conditions. The noise level in the work environment is usually moderate. May encounter consumers who are verbally or physically abusive.

I have read and understand the duties of this job description and, by signing below; I agree that I can perform the duties of this position with or without reasonable accommodation.

Employee Date

_____ _____

Supervisor Date

_____ _____

Human Resources Date

_____ _____