

BANNOCK COUNTY
CLASS SPECIFICATION

**INDIGENT SERVICES CASEWORKER/COLLECTIONS
MANAGER**

Department: Indigent Services
FLSA Designation: Non-Exempt

Pay Grade: 8
Effective Date: 10/04, 8/09

Purpose of Class

Performs a variety of paraprofessional and clerical duties to provide public assistance for indigent services and to expedite the collection of reimbursement accounts; performs related work as required.

Primary Function

The principal function of an employee in this class is to provide one-on-one assistance to the public seeking non-medical indigent services, to determine eligibility based on Idaho Code, and ensure collection on reimbursement accounts. The Caseworker/Collections Manager works under the general direction of the Indigent Services Director. The work involves analysis of personal situations and eligibility requirements to make recommendations based on Idaho Code, regardless of personal sympathy, emotional status or compassion for the applicant. The principal duties of this class are performed in a general office environment.

Essential Duties and Responsibilities (will vary by assignment)

- Provides direct assistance to the public seeking welfare assistance;
- Receives and reviews applications for County welfare assistance;
- Instructs and/or assists applicants in the completion of applications;
- Interviews and screens applicants to gain assurance that such person(s) qualify as indigent under the law;
- Conducts background examinations and investigations, financial history examinations and reference checks;
- Coordinates County services with those of other agencies to avoid duplication;
- Monitors and prepares documentation necessary for each case; maintains all case files;
- Performs technical evaluation to determine applicant eligibility for assistance and ensure that no other sources of assistance are available or are being utilized by welfare applicants;
- Operates computer and various program applications to enter, retrieve and general data and case information;
- Prepares case summaries and presents findings to commissioners with recommendation of eligibility;

- Establishes post-approval client accounts for reimbursement/collection activity;
- Conducts client reimbursement interviews for purposes of completing repayment arrangements and terms; reviews changing financial circumstances, contract modifications and debt management;
- Makes applicable adjustments and updates to account records and state allocation percentages;
- Maintains daily reimbursement and collection activity records and contractual agreements;
- Prepares deposits of reimbursement monies collected, allocates applicable percentage of funds to state and maintains reimbursement reports;
- Updates status of accounts; prepares and sends monthly billing statements;
- Works with various agencies in negotiating acceptable reimbursement payoff amounts;
- Initiates skip tracing, legal proceedings for collection on reimbursement agreements;
- Prepares reports as necessary and requested;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Represents county welfare in court, bankruptcy or other hearings;
- Performs all work duties and activities in accordance County policies, procedures and safety practices.

Other Duties and Responsibilities

- Provides client referrals and vouchers for other County-funded programs;
- Answers phones, provides information regarding services and procedures to the public;
- Receives applications, schedules applicant interviews; receipts payments and performs other general office duties as needed;
- Performs other related duties as required.

Competency Requirements

Knowledge of:

- General office practices and procedures;
- Community resources available for services as alternatives to County;
- Interviewing and verification methods relative to examination of claims;
- Federal, state and County laws, ordinances and regulations governing welfare service eligibility;
- Medical terminology;
- Public relations and interpersonal communications skills;
- General methods of conflict resolution and stress management.

Ability to:

- Interview, research and accurately determine eligibility of applicants for certification of indigence;
- Coordinate the delivery of services and assure proper care of entrusted funds;
- Maintain objectivity in decision making while considering complicated and emotional situations;

- Maintain confidentiality;
- Perform basic mathematical computations;
- Operate a variety of standard office equipment;
- Apply common sense to difficult and complex situations;
- Communicate effectively, both orally and in writing;
- Maintain effective working relationships with other County employees, supervisory personnel, state and local elected and appointed officials, other social service agencies and the public;
- Respond to citizen requests in a courteous manner;
- Understand and follow oral and/or written policies, procedures and instructions;
- Operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Operate a motor vehicle;
- Make sound and reasonable decisions in accordance with laws, ordinances, regulations and established procedures;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- High school diploma or GED equivalency is required and a bachelors degree in social sciences or related field is preferred; and
- Four (4) years progressively responsible experience in providing social or indigent services or related field is preferred; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Special Qualifications

- Notary Public certification is required;
- Idaho drivers license is required.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate effectively on the telephone and in person;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions and review and prepare documents and file them in a prescribed order, and organize documents and materials;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate computer equipment, ten key calculator and standard office equipment and operate a motor vehicle;
- Sufficient personal mobility, agility, strength, and physical reflexes, with or without reasonable accommodation, which permits the employee to work at a keyboard for an extended period of time and work in an office environment.