

# **BANNOCK COUNTY**

## **CLASS SPECIFICATION**

### **INDIGENT SERVICES CASEWORKER**

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 administrative duties to provide public assistance for indigent services; 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 indigent services, and to determine medical eligibility based on Idaho Code. The Caseworker 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;
- Instructs and/or assists applicant in the completion of applications;
- Determines and assigns case numbers; writes case summaries;
- Receives and reviews applications for County welfare assistance;
- Interviews and screens applicants to gain assurance that such person(s) qualify as indigent under the law; determines that no other sources of assistance are available or are being utilized by welfare applicants;
- Conducts background examinations and investigations, financial history examinations, field visits and reference checks;
- Coordinates County services with those by the state and other agencies to avoid duplication;
- Monitors and prepares documentation necessary for each case; maintains all case files;
- Operates computer and various program applications to enter, retrieve and general data and case information;
- Reviews and audits involuntary admit claims and billings for contract hospitals and physician accounts; monitors applications to verify eligibility; assures proper documentation and background information;
- Prepares case summaries and presents findings to commissioners with recommendation of eligibility;

- Operates computer to enter or revise data into computer record;
- Prepares reports as necessary and requested;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Performs all work duties and activities in accordance County policies, procedures and safety practices.

### **Other Duties and Responsibilities**

- 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.