

BANNOCK COUNTY **CLASS SPECIFICATION**

INDIGENT SERVICES DIRECTOR

Department: Indigent Services
FLSA Designation: Exempt

Pay Grade: 14
Effective Date: 10/04, 8/09

Purpose of Class

Performs a variety of supervisory, professional and administrative duties to coordinate the delivery of indigent services provided or administered by the County and to expedite the processing of applications for assistance; performs related work as required.

Primary Function

The principal function of an employee in this class is to supervise the Indigent Services staff in one-on-one assistance to the public seeking assistance, to determine eligibility based on Idaho Code and to make recommendations to the County Commissioners on approval or denial. The Indigent Services Director works under the general direction of the County Clerk, but all duties are performed independently and the Indigent Services office is considered a separate department. 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)

- Supervises and performs administration of direct assistance to the public seeking indigent assistance, including advising clients of their responsibilities, options and benefits;
- Hires, trains, supervises, motivates, and evaluates subordinates;
- Assigns workload and schedules employees for efficient and effective customer service;
- Conducts background examinations and investigations, financial history examinations, field visits and reference checks;
- Receives and reviews requests for welfare appeal hearings; screens hearing requests to assure timeliness;
- Schedules appeal hearings, notifies participants, prepares exhibits and testifies as required;
- Presents cases and recommendation for approval or rejection to the County Commissioners;
- Determines need for social services and issues recommendation to provide assistance;
- Coordinates County services with those by the state and other agencies to avoid duplication;
- Prepares annual budget recommendations, monitors expenditures to assure compliance with established fiscal guidelines;
- Reviews welfare assistance applications;

- Operates computer and various program applications to enter, retrieve and use general data and case information;
- Prepares and issues notices apprising applicants and providers of case dispositions, acceptance or rejection of application or approval or denial to pay and appeal process;
- Prepares reports as necessary and requested;
- Coordinates services and payment contracts with local medical providers on behalf of the County and clients;
- Monitors indigent services expenditures and forecasts areas of growth and trends for the future to ensure compliance with Idaho code;
- Represents County on community groups relative to Indigent Services;
- 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

- Fills in as non-medical caseworker 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 indigent service eligibility;
- Local service providers and the programs they administer;
- Employee supervision, training, and evaluation methods and techniques;
- Budget preparation and implementation;
- Report writing and correspondence methods and procedures;
- Public relations and interpersonal communications skills;
- Bookkeeping, budgetary procedures and fiscal management;
- Medical terminology;
- Decision making process;
- General methods of conflict resolution and stress management.

Ability to:

- Plan and organize work independently;
- Interview, research and accurately determine eligibility of applicants for certification of indigence;
- Coordinate the delivery of services and assure proper care of entrusted funds;
- Monitor welfare programs to eliminate fraud;
- 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;
- 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;
- Maintain integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Bachelors degree in Social Services or a related field is required; and
- Five (5) years of progressively responsible experience performing related duties in social or indigent services is required; 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 discern verbal instructions and 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 a personal computer 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, work in an office environment, and perform on-site visits as needed.