



Lafayette County Human Services  
15701 County Road K, Suite 3  
Darlington, WI 53530-9207  
Phone: 608-776-4800  
Fax: 608-776-4890/608-776-4914

**Job Title:** Economic Support Specialist  
**Hours:** Regular Fulltime/40 hours per week; Monday-Friday  
**Pay Range:** \$15.85-\$18.65/hour; plus longevity, if applicable  
**Department:** Lafayette County Human Services  
**Reports to:** Economic Support Manager  
**FLSA:** Non-Exempt  
**Position Purpose:** This position determines eligibility and provides ongoing case management for public assistance programs for Lafayette County/Southern Consortium (Crawford, Grant, Green, Iowa, Jefferson, Lafayette & Rock) in a timely and accurate manner for the following public assistance programs: Medical Assistance, BadgerCare Plus, FoodShare/SNAP, Caretaker Supplement (CTS), Wisconsin Shares Child Care subsidies and Home Energy Assistance (WHEAP).

**Essential Position Responsibilities:**

- Conducts intensive investigative interviews to obtain and evaluate financial and non-financial information in order to determine eligibility for assistance
  - Researches, interprets and applies federal, state, and local policies governing eligibility, legal rights, and responsibilities of applicants
  - Determines correct public assistance benefits through direct client contact via office interview, home visits, and telephone in compliance with required state and federal time frames
- Answers phones in a Call Center setting; provides case management duties; answers questions, provides case status updates, processes changes; troubleshoots problems, responds to emergency needs; re-determines eligibility and processes verifications
  - Records, maintains, reviews, and regularly corrects benefit levels and other documentation regarding applicants, using CARES and CARES Worker Web systems
  - Manually determines eligibility for specific programs that are not automated or when system is unavailable
  - Creates manual notices of determination
- Obtains and verifies third-party information needed to determine eligibility
- Works in collaboration with various agencies and support services; verifies appropriate levels of benefits and/or services
- Authorizes monetary benefits in child care authorizations, FoodShare, fees for service and capitation rates for medical assistance and BadgerCare Plus; authorizes payment for caretaker supplement on social security income and payment to energy providers and/or participants
- Identifies risk factors such as AODA, domestic abuse, disabilities, or suspected child/elder abuse and reports to appropriate services
- Responds to financial and non-financial cross matches and alerts

- Prepares Fraud and Program Integrity referrals
  - Recalculates benefits as needed
  - Provides court documents and testimony for administrative hearings and in court
- Assesses individual and family needs
  - Arranges for additional benefits or services within the department; makes referrals to other agencies and community support services
- Attends ongoing trainings regarding changes in the federal and state regulations and technical advancements
- Complete a minimum of twelve hours of professional development and participate in meetings and training opportunities to enhance skills.
- Performs other related duties as assigned or directed
- Must demonstrate regular and dependable attendance
- Knowledge, skills and abilities:
  - Knowledge of public assistance program policies and procedures
  - Knowledge of available public and private sector community resources
  - Knowledge of employment and training resources in the community and supportive services resources
  - Skill in conflict resolution and problem solving in individual and group settings
  - Ability to become proficient with the utilization of a wide variety of software application systems and equipment
  - Ability to work both independently or as a team in a fast paced environment

### **Position Requirements:**

Two years of post-secondary education in a business or human services related field required, or have successfully completed the State mandatory training for an Economic Support Specialist. A combination of education and work experience, preferably in a call center or customer service function, will be considered.

### **Physical Demands:**

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

While performing the duties of this job, the employee is required to have ordinary ambulatory skills sufficient to visit other locations; and the ability to stand, walk, stoop, kneel, crouch, and manipulate (lift, carry, move) light to medium weights of up to 25 pounds. Requires good hand-eye coordination, arm, hand and finger dexterity, including ability to grasp, and visual acuity to use a keyboard, operate equipment and read application information. The associate frequently is required to sit, reach with hands and arms, talk and hear.

### **Work Environment:**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### **DISCLAIMER CLAUSE:**

Job descriptions are not intended, and should not be construed to be exhaustive lists of all responsibilities, skills, efforts, or working conditions associated with a job; they are intended to be accurate reflections of those principal job elements.