
Employment & Family Services Specialist(Job Id 1065)

Location: US:OH:Cleveland

Category: County Executive

Salary: 19.41-0.00 USD

Post Date: 11/17/2022

Close Date: 01/22/2023

Description

Department:Cuyahoga County Job & Family Services

Anticipated Work Schedule: Monday-Friday 8:30am-4:30pm

Reports To:EFS Supervisor

Full Time or Part Time: Full

Regular or Temporary: Regular

Bargaining Unit:AFSCME 1746

Classified or Unclassified: Classified

FLSA: Nonexempt

Wage: \$19.41/hour

Summary

We are looking for motivated individuals to join our Eligibility Contact Center as an EFS Specialist / Family Assistance Eligibility Agent. In this position, you will aide customers / applicants that call the Customer Service Center (CSC) by answering their questions, taking appropriate actions on benefit cases, and providing them with information. In addition, you will conduct interviews to determine eligibility for various federal, state and county programs including but not limited to food assistance, cash assistance, Medicaid, and childcare; re-determines eligibility as required by each program. Reviews and processes verification forms and applications received through various electronic sources.

Training for this position is done in person in a classroom environment for the first 14 weeks at the Westshore Training Center, 9830 Lorain Ave., Cleveland. After training, EFS Specialists are assigned to one of the Neighborhood Family Service Center locations. **After the probationary period (240 days,) there may be an opportunity to work remotely.**

The next training class is scheduled to begin 3/13/23. All candidates must pass a background check and drug screen prior to starting employment.

Essential Job Functions

In a contact center environment, interviews and determines eligibility for multiple programs; follows and applies program policy guidelines; collects and enters data, computes budgets; verifies eligibility documentation. Prepares and scans documents to the case files including changes affecting eligibility; notifies participants of any changes in assistance or services. Prepares routine correspondence; case summaries and reports. Attends State hearings upon request. Refers cases of suspected fraud and/or referrals of over-payment. Explains services available to individuals and families to enhance the quality of life and/or meet their self-sufficiency needs and provides referrals to other health and human service providers. Provides outreach to potentially eligible Food Assistance/Medicaid individuals. Attends training, meetings, and information sharing sessions. Performs other related duties as assigned.

Minimum Requirements

Associate degree and at least one (1) year of experience in a public service position or any equivalent combination of education and experience; OR three (3) years relevant direct services experience with Cuyahoga Job and Family Services.

Application Process

This is a competitive, classified position. The Personnel Review Commission (PRC) will check your application to make sure you meet the minimum qualifications. If you do, the PRC will invite you to take a civil service examination. The exam is specific to this position. Everyone who passes the exam goes on an eligibility list. To fill this opening, the PRC sends the hiring department and Human Resources (HR) a certified eligibility list with the top 25% candidates (or at least the ten highest scoring candidates, whichever is greater). HR helps the hiring department decide who from the certified list to follow up with for interviews and then a job offer.

Most of our communication with candidates is through email. Regularly check the email address you gave us in your job profile. Watch your Spam folder, just in case.

If we offer you a job, you must pass a drug screen and background check before the offer becomes final. Prior criminal convictions do not automatically disqualify you from employment; the County looks at criminal convictions on a case-by-case basis using the guidelines in [Chapter 306 of the County Code](#).

EQUAL OPPORTUNITY EMPLOYER

Cuyahoga County is committed to fostering a diverse and inclusive workforce, which includes building an environment that respects the individual, promotes innovation and offers opportunities for all employees to develop to their full potential. A diverse workforce helps the County realize its full potential. The County benefits from the creativity and innovation that results when people with different experiences, perspectives, and cultural backgrounds work together.

The County is committed to providing equal employment opportunities for all individuals regardless of race, color, ancestry, national origin, language, religion, citizenship status, sex, age, marital status, sexual preference or orientation, gender identity/expression, military/veteran status, disability, genetic information, membership in a collective bargaining unit, status with regard to public assistance, or political affiliation.

If you need assistance applying or participating in any part of the candidate experience, contact Human Resources at 216-443-7190 and ask to speak with a talent acquisition team member.