

PORTAGE COUNTY
Job & Family Services

TITLE: JFS Jobs Counselor-SNAP/TANF Eligibility

DIVISION: Ohio Means Jobs

WORKING HOURS: 8:00 a.m. to 4:30 p.m. Monday-Friday or OMJ Alternative Work Shift Selection

JOB OBJECTIVES: Under the direct supervision of a JFS Supervisor, responsible for assessing, referring, assigning and monitoring work participation for both the SNAP and TANF programs. Interview adults and dislocated workers to determine eligibility for the Workforce Innovation and Opportunity Act (WIOA) programs and Comprehensive Case Management and Employment Program (CCMEP) to identify barriers and develop employability and/or educational plans as necessary. Determine/re-determine eligibility and maintain programs/cases for those in need who are involved with work activities. May assist in PRC eligibility for services offered through the OhioMeansJobs division. Assist with identifying candidates for job orders, OJTs, ITAs and participate in participant recruitment activities. As the participant/candidates' barriers are identified, works with other JFS staff and community partners to support self-sufficiency.

ESSENTIAL JOB FUNCTIONS:

- Conduct face-to-face and telephone interviews with individuals who are receiving Public Assistance benefits or WIOA Adult, Dislocated Workers and unemployed parents who are struggling to meet child support obligations to determine eligibility for programs and develop employability, self-sufficiency and/or educational plans.
- Evaluate applications/re-applications to determine initial and/or on-going eligibility for all types of Public Assistance programs.
- Explain policies, procedures and information to clients in reference to those in receipt of Public Assistance benefits, WIOA, Job Readiness Workshops, Ohio Works Incentive Program (OWIP), CCMEP and work requirements for both Snap Employment and Training (SNAP E&T) and TANF.
- Process documents in accordance with guidelines to approve or deny applications, re-applications, process changes, benefit reductions, suspensions and terminations.
- Enter and retrieve data in appropriate systems.
- Respond to all benefit related inquiries and correspondence from individuals/families and other agencies in a timely manner: Answering telephones, checking voicemail, checking e-mails and seeing individuals who come to the agency.
- Draft routine correspondence concerning individuals/families, including notices, referrals, suspensions, reductions, terminations and/or denials as may be required.
- Receive and investigate complaints concerning lost, stolen or undelivered benefits.
- Enter and maintain digital imaging files.
- Coordinate the delivery of WIOA, OWF and CCMEP activity services and monitor the participant's performance in the various program activities. Will keep in CCMEP caseload cases where basic skills deficiency is the only intensive barrier exhibited by youth. (As a threshold for determining basic skills deficiency as an intensive barrier it will be when the youth scores below 5th grade level in two or more parts of the TABE test.) May also be assigned to maintain cases in CCMEP caseload, on a case by case basis, that

were once only non-intensive in nature but discovery of intensive barriers discovered through counselor/youth relationship.

- Make appropriate work activity assignments for SNAP and TANF individuals based on current policy/procedures utilizing self-sufficiency and Employability Plans. Monitor this activity on a monthly basis to ensure that the Agency meets work activity participation rates.
- Process eligibility determination for PRC applications where services are offered in OhioMeansJobs Division.
- Explain to individuals and families their program responsibilities and rights.
- Complete assessment information and identify barriers for all clients in Passages, WIOA, SNAP, TANF CCMEP, PRC caseloads, and updating and maintain files as necessary.
- Assist the clients (individuals and/or families) in meeting the goals of support services, the self-sufficiency contract, employability plan, service plan, Individual Opportunity Plan (IOP) and/or reunification plan.
- Complete all paperwork/computer work connected with obtaining and/or receiving all necessary verifications in assisting the applicant/recipient families; Enter and retrieve data in the OIES, CRIS-E, SETS, OWCMS, PRC database and Digital Imaging computer systems, as well as the Internet, Interweb and PC.
- Assist clients in obtaining supportive services as necessary (PARTA, Work Allowances, Emergent Need Vouchers, etc.).
- Provide outreach and coordination of services to area businesses in Portage County.
- Work with employers to identify needs, competencies and desired attributes of its future workforce.
- Use information through work with local employers to gain insight into their needs to improve overall job seeker-and-employer matching.
- Post job orders to OhioMeansJobs.com and make referrals for hire to area employers as needed.
- Complete assessment information, update and maintain case files on an on-going basis.
- Develop and implement curriculum for unemployed absent parents regarding: job skills, job search skills, budgeting, fiscal responsibility, parenting and legal issues.
- Monitor, review and evaluate individual progress to assist in improving participant skills.
- Respond to all benefit related inquiries and correspondence from individuals/families and other agencies in a timely manner.
- Prepare and maintain accurate records, including confidential case records.
- Collect data, compile and prepare statistical reports as requested.
- Work in tandem with the Workforce Administrator, Job Developer, and Worksite Monitor to identify candidates from multiple sources and fill job openings. Work on recruiting initiatives.
- Present information & instruction to Employment & Training classes; Review and update training material as needed. Gather and maintain training material from educational sources.
- In conjunction with the JFS Supervisor, assist in developing, implementing and evaluating regular training programs for job seekers. Monitor, review and evaluate individual progress to assist in improving their skills.
- Maintain knowledge of current program policies; attend workshops and training sessions in order to effectively manage program activities. Keep current by reading and updating various manuals and by reading other related policies and/or correspondence.
- Build relationships within entire OhioMeansJobs community.

- Assist Front Desk coverage at OhioMeansJobs.
- Demonstrate regular and predictable attendance.
- Make outreach to clients in the field which may include home, school, area business. This will also include transporting clients to appointments, job interviews, and/or service providers when necessary.
- Operate a motor vehicle as needed to perform the essential functions.

NON-ESSENTIAL JOB FUNCTIONS:

- Attend workshops, meetings and seminars.
- May assist in training new employees.
- Perform other related Essential and Non-Essential functions as needed.

I. JOB REQUIREMENTS

Systems: Ability to operate computers for data input and retrieval; proficiency in Microsoft Office, Outlook and Internet Explorer; knowledge of CRIS-E, OIES, SACWIS, OWCMS, SETS, Maximus Ledger Suite, MUNIS, MITS, BUY-IN, E-GATEWAY, E-QUIL, CCIDS, Time Force, Agency's Digital Imaging system and other systems as required by program area responsibility.

Equipment: Incumbent operates equipment such as, but not limited to, the following: personal computer, printer, calculator, multi-functional copier, fax machine and shredder.

Competencies: To perform the job successfully, an individual should demonstrate the following competencies in the position.

- Adherence to Agency Policies – Adhere to the rules of the agency (i.e. takes breaks/lunches when scheduled, clock in/out appropriately, conform to dress code policy).
- Attendance & Punctuality – Is consistently at work and on time; Arrive at meetings and appointments on time.
- Attitude & Demeanor – Exhibit a positive and supportive attitude, open and receptive to constructive feedback and direction, exhibit patience and able to control and regulate emotions.
- Communication Skills – Communicate clearly and informatively using multiple methods and forms of media. Present numerical data effectively.
- Customer Service – Manage difficult or emotional customer situations. Respond promptly and effectively to customer needs. Solicit customer feedback to improve service.
- Ethics – Treat people with respect. Keep commitments. Maintain confidentiality. Uphold organizational values. Work with integrity and maintain high standards of integrity.
- Independent Decision Making – Make correct decisions and stand behind decisions.
- Initiative – Volunteer readily. Undertake self-development activities. Seek increased responsibilities. Take independent actions and calculated risks. Look for and take advantage of opportunities. Ask for and offer help when needed.
- Interpersonal Skills – Focus on solving conflict, not blaming. Listen to others without interrupting. Keep emotions under control and use reason when dealing with emotional topics. Remain open to others' ideas and try new things.

- Professionalism – Approach others in a tactful manner. React well under pressure. Treat others with respect and consideration regardless of their status or position. Accept responsibility for own actions. Follow through on commitments; exercise common sense and good judgment about his/her appearance.
- Teamwork – Balance team and individual responsibilities to help accomplish work goals. Exhibit objectivity and openness to others' views. Give and welcome feedback. Contribute to building a positive team spirit. Put success of team above own interests. Able to build morale and group commitments to goals and objectives. Support everyone's efforts to succeed.
- Time Management – Demonstrate the ability to prioritize assignments & effectively schedule time. Complete assignments on time, generate work in an allotted time, and complete work in an accurate and thorough manner.

Job Standards: Associate's Degree in Social Services, Human Development or Business-related field. Must possess a valid Ohio driver's license and maintain continuing eligibility under the existing County driver eligibility standards.

II. DIFFICULTY OF WORK

Work consists of varied, non-standardized tasks requiring the knowledge of established policies, rules, procedures, and laws.

III. RESPONSIBILITY

Supervisor provides general guidance allowing for the planning of procedures and methods to attain objectives. Errors in work are detected within the office in which they occur, requiring expenditure of time to correct, possibly affecting the work of others, possibly affecting work participation rates, and possibly resulting in a client receiving incorrect assistance.

IV. PERSONAL WORK RELATIONSHIPS

Incumbent has contacts with co-workers, other County employees, and with the general public. The purpose of these contacts is to coordinate departmental efforts internally and with other County departments and outside entities to help determine clients' eligibility for assistance, to increase work participation rates, and to assist in recruitment activities for job seekers.

V. PHYSICAL EFFORT AND WORK ENVIRONMENT

Physical

Requirements:

Incumbent performs sedentary work that may require lifting up to fifteen (15) pounds occasionally. Ability to operate a motor vehicle.

Physical Activity:

Incumbent performs the following physical activities: talking, hearing, standing, walking, driving, sitting, bending, lifting, reaching, crouching, grasping, hand tasks and repetitive motions.

Visual Activity:

Incumbent performs work where the seeing job is close to the eyes.

Job Location:

Incumbent primarily works inside with no exposure to adverse environmental conditions.