

**Franklin County Board of Commissioners
Classification Specification & Job Description**

<u>CLASSIFICATION TITLE:</u> Social Program Specialist	<u>CLASS NUMBER:</u> 70303	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Department of Job & Family Services - West	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> New Hire: 180 Days Promotion: 120 Days
<u>BARGAINING UNIT:</u> OCSEA	<u>PAY GRADE:</u> O11	<u>POSITION CONTROL #:</u> 107034
<u>POSITION LOCATION:</u> 314 N Wilson Rd, Columbus, OH 43204	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Administrative Officer (107070)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

CLASSIFICATION PURPOSE:

The primary purpose of the Social Program Specialist classification is to provide technical assistance and advocacy services for homeless, mentally ill or disabled residents during the application process for a variety of public assistance programs and social security benefits.

JOB DUTIES:

Provide technical assistance and advocacy services for agency customers, including homeless and those with mental and/or physical disabilities. Screen cases for referral appropriateness. Complete initial interview to determine customer’s needs, age, educational level, employment history, disability and limitations, and status of Medicaid, Disability Financial Assistance, and/or SSI/SSDI application(s). If customer has not filed Medicaid, Disability Financial Assistance, or other public assistance applications, SSI, and/or SSDI application(s), may assist customer with process. Assist customer with scheduling and/or obtaining any medical and/or psychological evaluations needed to substantiate disability. Assist customer with completion of disability forms, develop disability medical evidence packet and forward packet to ODJFS Disability Determination Unit. Coordinate and cooperate with health care personnel, physician, nurses, and/or mental health workers in the development of the individual customer’s treatment program.

Provide technical assistance and advocacy services for agency customers who have had public assistance, SSI or SSDI application denied. Act as customer’s authorized representative during the SSA reconsideration process and the filing of Administrative Law Judge hearing request. Prepare and file required Social Security forms by deadline.

Establish and maintain positive working relationships with Social Security Administration staff, Agency staff, community agencies, contracted service providers, and the general public. Answer telephone inquiries regarding disability assistance programs available to Franklin County residents. Provide information and training to interested groups, organizations, agencies, and individuals. Collect, compile, and maintain statistical information for operational, weekly, monthly and annual reports. Attend unit meetings, trainings, and state meetings as need arise. Suggest changes to internal procedures to improve efficiency. Must have a valid driver’s license and use of a private automobile. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of public relations; human relations; agency policy and procedures; government structure and process; interviewing. Skill in typing; word processing; equipment operation. Ability to define problems, collect data, establish facts and draw valid conclusions; comprehend and record figures accurately; use statistical analysis; comprehend short sentences with basic, concrete vocabulary; copy records precisely without error; comprehend simple sentences with common vocabulary; copy material accurately and recognize grammatical and spelling errors; complete routine forms; maintain accurate records; make appointments; interview job applicants effectively; use proper research methods in gathering data; sort items into categories according to established methods; gather, collate and classify information about data, people or things; cooperate with coworkers on group projects; answer routine telephone inquiries from public; handle sensitive inquiries from and contacts with officials and general public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Any equivalent combination of relevant training and experience including but not limited to: Bachelor’s degree in social work, psychology, or sociology is required; supplemented by two (2) years of experience in social work, mental health or public assistance advocacy, case management or related field.

Additional Requirements

Must meet background check requirements.

Supervisory Responsibilities

None required.

UNUSUAL WORKING CONDITIONS:

N/A

Acknowledgement of Receipt:

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

Employee Name

Employee Signature

Date