

Benefits Eligibility and Referral Social Worker (A/B)

Ben Elig & Refer Soc Wrk (A/B)

Agency Name: **Dept. of Transitional Assistance**
Official Title: **Ben Elig & Refer Soc Wrk (A/B)**
Functional Title: **Benefits Eligibility and Referral Social Worker (A/B)**
Occupational Group: **Social Service**
Position Type: **Civil Service**
Full-Time or Part-Time: **Full-Time**
Salary Range: **\$39,104.52 to \$53,254.50 Annually**
Bargaining Unit: **08**
Shift: **Day**
Confidential: **No**
Number Of Vacancies: **50**
City/Town: **State wide**
Region: **N/A**
Facility Location: **Boston Region: Dudley Square (Roxbury), Newmarket Square (Boston)**
Application Deadline: **06-30-2010**
Apply Online: **No**
Posting ID: **J20236**

This position is funded from the Commonwealth's annual operating budget.

Duties:

Under the supervision of Benefit Eligibility & Referral Social Workers of a higher grade or other employees of higher grade:

Determines initial and ongoing eligibility for transitional assistance programs and employment services.

Conducts interactive interviews employing the Agency's PC based eligibility system.

Obtains and verifies client information.

Calculates accurate benefit levels.

Performs all tasks related to case maintenance and case management, including referrals to other state agencies, health care providers and other sources as necessary.

Prepares and delivers explanations of eligibility decisions.

Issues appropriate authorizations.

Provides guidance, resources and placement assistance.

Evaluates and monitors client cases to ensure compliance with applicable rules and regulations.

Delivers those services required to assist individuals and families transition to work.

Responsible to perform related duties as required.

Qualifications:

MINIMUM ENTRANCE REQUIREMENTS:

REQUIRED WORK EXPERIENCE: At least two years of full-time, or equivalent part-time, professional or paraprofessional experience in social work or social casework, claims adjudication, job placement, recruitment, employment counseling, vocational or rehabilitation counseling, credit investigation, educational counseling, legal advocacy, or legal counseling.

SUBSTITUTIONS:

- A Bachelor's or higher degree may be substituted for the required experience on the basis of two years of education for one year of experience.

- One year of education equals 30 semester hours. Education toward a degree will be prorated on the basis of the proportion of the requirements actually completed.

LICENSES: Based on assignment, travel may be required. Those employees who elect to use a motor vehicle for travel must have a current and valid Massachusetts Class D Motor Vehicle Operator's license or the equivalent from another state.

Preferred Qualifications:

Knowledge of the principles and correct usage of the English language for effective communication including: in speaking; in writing narratives, including grammar, spelling, sentence structure, word meaning and punctuation.

Knowledge of interviewing techniques.

Ability to assess, prioritize and organize many tasks.

Knowledge of the social and economic problems of the diverse client population and the related impact on employability and self-sufficiency, for example, employment problems of minorities and the economically disadvantaged and behavioral problems which form barriers to employment.

Ability to read, interpret, apply and explain the provisions of the laws, rules, regulations, policies, procedures, specifications, standards and guidelines governing agency operations and assigned unit activities.

Ability to read, interpret and apply Federal, State and local social services programs, laws, statutes and regulations that affect eligibility for financial assistance, such as: worker's compensation, social security and unemployment insurance.

Ability to gather and assemble items of information in accordance with established procedures, such as, through questioning and observing individuals and by examining records and documents.

Ability to communicate effectively both orally and in writing, such as, giving written and oral instructions in a precise, understandable manner, accurately recording information provided orally; and writing concisely with a clear expression of thoughts and the development of ideas in logical sequence.

Ability to maintain accurate records on information provided either orally or in writing.

Ability to determine the applicability of client data, to draw conclusions and make appropriate recommendations.

Ability to deal tactfully and establish and maintain harmonious working relationships with others, including, for example, working in a team setting, functioning successfully in group situations, establishing rapport with persons from different ethnic, cultural and/or economic backgrounds, interacting with and demonstrating empathy to people who are under physical and/or emotional stress and maintaining a calm manner in stressful and/or emergency situations.

Ability to exercise sound judgment, including the exercise of discretion in handling confidential information. Ability to demonstrate problem solving skills.

Ability to work under adverse working conditions. Ability to use personal computer (PC) based systems and applications.

Comments:

This is a Civil Service position.

The mission of the Department of Transitional Assistance (DTA) is to assist low-income individuals and families to meet their basic needs, increase their incomes, and improve their quality of life. We serve one out of every nine people in Massachusetts – including working families, children, elders, and people with disabilities. Our services include food and nutritional assistance, cash assistance, and employment supports. With our support, our clients are given the tools to improve their economic self-sufficiency.

A criminal background check will be completed on the recommended candidate as required by the regulations set forth by the Executive Office of Health and Human Services prior to the candidate being hired. For more information, please visit <http://www.mass.gov/hhs/cori> and click on "Information for Job Applicants."

How To Apply:

Please send resume and cover letter to:

Children Youth and Families
Employment and Staffing Unit
600 Washington Street
Boston, MA 02111
Attn: Employment and Staffing

Resume and cover letter may also be sent via facsimile to Fax 617-348-5980.

Please reference the posting ID #J20236 on all correspondence.

IF YOU HAVE ANY QUESTIONS ABOUT THIS POSTING PLEASE CONTACT THE CUSTOMER SERVICE CENTER LINE AT 1-800-510-4122.

Agency Web Address:

<http://www.mass.gov/dta>

Diversity Officer:

Ms. Lorraine Woodson, (617) 348-5964

An Equal Opportunity/Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.