READVERTISEMENT

State of Montana
Department of Public Health and Human Services
PO Box 4210 Helena, MT 59604

VACANCY ANNOUNCEMENT

July 2, 2008 7 Page Document

TITLE: Social Services Specialist
POSITION: 30618
LOCATION: Human & Community Services Division, Wolf Point
STATUS: Full-Time/Permanent
UNION: MPEA
PAY GRADE: Pay Plan 20, Pay Band 5
STARTING SALARY: $28,614 - $29,330 annually. Depending on qualifications and internal equity.
SUPPLEMENT: Yes

APPLICATION DEADLINE: State of Montana Applications can be submitted to any local Job Service or Human Resources- DPHHS, PO Box 4210 (111 Sanders, Room 202), Helena, MT. Applications may also be emailed to hhsea@mt.gov or faxed (406) 444-0262. Applications must be received or postmarked if mailed no later than **5:00 p.m., Thursday, July 17, 2008**. For further information visit the DPHHS website: www.dphhs.mt.gov/jobs

SPECIAL INFORMATION: If there are not a sufficient number of qualified applicants, a Training Assignment may be considered. In order to be eligible for a Training Assignment, applicants must be no more than two years deficient in education/experience from the minimum qualifications of the position. If a training assignment is offered, the starting pay grade will be that of a Social Service Technician (salary $23,846 - $26,000) for the duration of the training assignment, which may last up to the length of the experience/education deficiency, not to exceed two years.

Successful bilingual applicant may be eligible for additional compensation.

The office where this position is located operates within an Indian Reservation. Please see APPLICATION AND SELECTION PROCESS for further information.

CRIMINAL RECORDS BACKGROUND CHECK: All successful applicants will be required to sign a release form, which authorizes the department to conduct a criminal record review to determine whether the

applicant has been convicted of any criminal acts that are directly related to the responsibilities of the prospective job.

TYPICAL DUTIES: This position is located in the local Office of Public Assistance and is responsible for the professional administration of eligibility determination and benefit issuance for Cash Assistance, Food Stamps, and Medicaid for families, children, aged, blind, and disabled individuals. Eligibility determinations are accomplished through a series of complex intellectual analyses and evaluations by interpreting and applying the appropriate federal and state mandated rules and regulations.

KNOWLEDGE, SKILLS AND ABILITIES (COMPETENCIES) DESIRED:

Knowledge: Thorough knowledge of state and federal Cash Assistance, Food Stamps, Medicaid, Qualified Medicare Beneficiary (QMB), and Special Low Income Beneficiaries (SLMB) policies. Advanced knowledge of techniques for gathering and evaluating data required in the eligibility determination process for the previously listed programs; research and investigative techniques and procedures; and of available resources in the community. Knowledge of Civil, Human and Fair Hearing Rights and the legal responsibility of the Department of Public Health and Human Services to provide timely and accurate eligibility determination and benefit issuance; and of community-based and statewide assistance and non-assistance programs and the basic eligibility requirements of these programs. Knowledge and ability to decipher: bookkeeping, payroll records, income tax records, self-employment records, deeds of trust, insurance policies, wills, life estates, leases, and to assess values of motor vehicles through use of NADA material. Working knowledge of legal and medical terminology. Proficient knowledge of the following mainframe database applications; TEAMS, Department of Justice (DOJ), Department of Labor and Industry (DOLI), Workers' Compensation (State Fund), and Low Income Energy Assistance Program (LIEAP).

Skills: Advanced skills in operating a personal computer, calculator, telephone, fax machine, and photocopier; communication, time management, and interviewing; and acquiring, retrieving and analyzing information using extensive resources, tools, and equipment.

Abilities: Ability to create and maintain professional and effective working relationships with recipients/applicants, co-workers, management, employers, businesses, county, state, and federal agencies, community resource organizations, and the general public; to communicate verbally and in writing with individuals from diverse educational, socioeconomic and cultural backgrounds; to work independently; to compute mathematical equations using a calculator; to decipher complex legal and financial documents; to evaluate and synthesize data; to interview and extract vital

eligibility information under stressful circumstances; to guide the direction and scope of contacts to acquire information without compromising confidentiality; to be assertive, yet diplomatic in all contacts; to analyze large amounts of data and exercise judgment in order to determine which rules and policies outlined in the state, federal and program guidelines apply to a particular case; to maintain large caseloads and the frequent changes that occur; to continually absorb frequently changing policies that must be applied to new and ongoing cases; and to assess valuation of real property through tax and county records.

EDUCATION/EXPERIENCE REQUIRED: Bachelor's degree in a Human Services field, Public Administration, Education, Social Work, Counseling or related field **AND** one-year of relevant experience in the human services field. Equivalent combinations of related education and human service experience will be considered. For example, experience as an Eligibility Assistant/Case Manager or equivalent human service experience may substitute for the education requirement on a year-for-year basis. Technical experience in compliance, licensing, insurance, teaching, management, or similar experience that requires a high level of direct client contact may be considered.

Bilingual proficiency with Spanish and/or Native American language highly preferred.

APPLICATION AND SELECTION PROCESS: This position is being advertised outside the agency and in-house applicants must compete with the outside applicant pool. Interested persons must submit the following prior to the closing date to be considered:

1. Signed state application (PD-25, Rev. 5/03 or later);
2. Applicants claiming **Indian employment preference** as set forth in Section 2-18-111, MCA, shall claim the preference in writing and submit it with the state application by the application deadline. Failure to make a timely employment preference claim for a position nullifies any claims of violation of Section 2-18-111, MCA.
3. Applicants claiming the **Veteran's or Disabled Person's Employment Preference** (see State of Montana Employment Application, PD-25) must provide verification of eligibility with the application materials. The required documentation includes a DD-214 of PHHS Certification of Disability form;
4. Photocopy of transcripts for any coursework at a college or technical school. *(*Only coursework/degrees from an accredited college or university recognized by the US Department of Education are acceptable to meet education requirements).* **If applicant has difficulty obtaining transcripts you will be given a five-day grace period to submit them to our office after the closing date to:** HUMAN RESOURCES, PO Box 4210, Helena MT 59604; and

5. Supplement questions.

Applications will be rejected for late, incomplete or unsigned application materials.

COMPENSATION: Eligible state employees are also provided paid health, dental, vision and life insurance. Other benefits include a deferred compensation program, public employees retirement system, annual leave, sick leave, paid holidays and up to 15 days military leave with full pay.

IMMIGRATION REFORM AND CONTROL ACT: In accordance with the Immigration Reform and Control Act, the person selected must produce **within three (3) days of hire,** documentation that he/she is authorized to work in the United States. Examples of such documentation include a birth certificate or social security card along with a driver's license or other picture I.D., a U.S. passport or a green card.

REASONABLE ACCOMMODATIONS: Under state and federal law, qualified applicants with disabilities are entitled to reasonable accommodations. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process, to perform the essential duties of the job or to enjoy equal benefits and privileges of employment available to other employees. Alternative accessible formats of this document will be provided upon request. An applicant must request an accommodation when needed. If you need any such accommodation, contact Human Resources at 444-3136 as soon as possible to allow time to make needed arrangements.

SELECTIVE SERVICE COMPLIANCE CERTIFICATION: All male applicants (born on or after January 1, 1960) must complete a copy of 'Statement of Selective Service Registration Status' if offered a position with the State of Montana, unless they meet certain exemptions under Selective Service law. If you are required to register, but fail to do so, you are not eligible for employment with the State of Montana.

SUPPLEMENT QUESTIONS

Department of Public Health and Human Services
Title: Social Services Specialist
Position #: 30618
Location: Human & Community Services Division, Wolf Point

This supplement will be reviewed separately from the state application you submitted, and it will become a further basis for our evaluation of candidates. Your responses to these supplemental questions must be printed clearly or typed on standard 8.5 x 11 inch paper. Each response should be clear, concise and numbered. Since your responses will be reviewed separately from your state application, please repeat any information that may appear on it or your resume rather than writing 'see my resume or application.'

QUESTIONS

NOTE: Answers to the following questions must be specific as to dates and employers. If this supplement is used as a screening tool, some answers may be rated based on months or years of experience. Reference will not be made back to your state application or resume. **Please limit your responses to no more than one page per question**.

1. Describe your relevant human service or progressively technical experience with interviewing, gathering and verifying information, compliance, licensing, insurance, or similar field that requires a high level of direct client and public contact, and include examples of each. Include any experience with determining eligibility.

2. Describe your personal computer experience. Please list types of software used and include employment dates and years of experience.

3. Please list and describe the skills/techniques you've acquired through your education/experience which you believe will help you to successfully handle a large caseload of clients and frequently changing policies that are inherent in this position.

4. If applicable, please describe your level of proficiency with Spanish and/or Native American language.