

# ECONOMIC ASSISTANCE STAFF SPECIALIST

## DEFINITION

Under general supervision, monitor and distribute data and reports concerning the W-2 Contract Performance Standards, FSET and related data and reports. Also, acts as Policy Coordinator for the Division and assists the Quality Assurance Specialist in performing quality assurance review of cases.

## EXAMPLES OF DUTIES

On a monthly and weekly basis, monitor W-2, FSET and other reports in CARES, EOS and Wisdom Data Warehouse; assist staff in accurately implementing program policies and procedures with focus on the correction of individual cases in CARES and the resolution of technical payment issues; respond to requests from management or the State for completion of specific Data and Case Correction Reports; act as Policy Coordinator; complete quality assurance reviews for economic assistance cases; and maintain an effective working knowledge of current federal, state and county program rules, requirements and procedures.

## EMPLOYMENT STANDARDS

Education and Experience: Any combination of training and experience equivalent to high school graduation and two years post secondary training, plus two years of economic assistance work, including at least 18 months as an Economic Support Specialist, work experience in a public service department or community agency.

Knowledge, Skills and Abilities: Extensive knowledge of state/federal economic support and employment and training program policies, procedures and related requirements; knowledge of social and economic conditions in the community; knowledge of the role and functions of social service agencies and of community resources; effective oral and written communication skills; ability to relate sensitively to diverse populations and their needs; ability to analyze and interpret complex information; ability to work independently and to exercise good judgement; ability to gather facts and report them accurately; ability to assimilate and respond constructively to constant change; ability to work cooperatively and effectively with agency staff and local officials; and ability to maintain calm and professional demeanor in high stress and provocative circumstances.

## SPECIAL REQUIREMENTS

Valid Wisconsin driver's license (or eligibility for) and access to personal transportation is required. Successful completion of a formal training program and continuing formal training sufficient to comply with HSS 217 is required. Minimal overnight travel may be required.