

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Caseworker**

**Class Code: 51582**

**Pay Grade: GG**

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### **A. Purpose:**

Determines initial and continuing eligibility for clients receiving assistance with child care costs to enable clients to enter or remain in the work force or to begin and/or complete an educational program moving the clients to self-sufficiency.

### **B. Distinguishing Feature:**

The Caseworker determines the eligibility of clients and the amount of financial assistance to be provided for child care services.

The Economic Assistance Benefits Specialist assesses individuals and families to identify needs and problems, providing eligibility services for multiple programs and services, and counseling and referring clients to other resources to help them work towards self-sufficiency.

The Quality Control Specialist randomly reviews these determinations for accuracy.

The Lead Economic Assistance Benefits Specialist oversees the daily operation of a remote office, provides work direction for at least three staff, and carries the most difficult/sensitive caseload.

The Economic Assistance Supervisor supervises a work unit in a large county or multi-county area and is responsible for the delivery of services within a service area. This position has authority to hire and fire, conduct performance appraisals, establish responsibilities for each position, assign overall work, and set priorities for the work unit.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)*

1. Determines initial and continuing eligibility for child care benefits.
  - a. Processes paper applications and determines benefit amount.
  - b. Conducts telephone interviews and verifies and documents information on income, work schedule, school attendance, class schedule, child care expenses, provider status, and eligibility status for TANF, child support enforcement cooperation, and other sources to support eligibility decisions.
  - c. Maintains detailed case files, payment records, and funding sources.
  - d. Generates payments to child care providers.
  - e. Provides testimony and attends hearings related to child care benefits.
2. Manages ongoing case activity to maintain accuracy in services provided to clients.
  - a. Reviews and evaluates application/case file discrepancies in order to correct errors made with eligibility.
  - b. Corresponds with clients and other department units to reconcile under/overpayments.
  - c. Assists in the resolution of client/provider payment disputes.
  - d. Examines reports for inaccuracies or fraudulent actions of client and/or provider.
3. Provides information to clients and the public regarding eligibility guidelines, rights and responsibilities as a recipient of the program, and actions taken that affect eligibility for the program.

4. Performs other work as assigned.

**D. Reporting Relationships:**

Typically no subordinates report to this position.

**E. Challenges and Problems:**

Typical problems facing the incumbent include obtaining and verifying information in a timely manner. Timelines are critical because child care benefits impact a client's ability to obtain and/or maintain adequate child care for their children and employment opportunities. Processing time can also impact the child care provider's collections and business practices.

**F. Decision-making Authority:**

Decisions include approving or rejecting an application or closing a case based upon program policy; policies to apply if an overpayment or underpayment has occurred; increase or decrease benefit levels based on client reporting; information needed from the client to process an application for a re-determination; if client's income, resources, or non-financial circumstances make them ineligible for assistance; and whether chosen child care providers meet eligibility criteria.

Decisions referred include interpretation of unclear policies or procedures and provider payment disputes.

**G. Contact with Others:**

Daily contact with clients, employers, schools, colleges, housing authority, child care providers, and other department eligibility, licensing, and enforcement personnel to verify client circumstances, obligations, income, and/or to consult on common care issues.

**H. Working Conditions:**

The incumbents work in a typical office environment.

**I. Knowledge, Skills and Abilities:**

Knowledge of:

- child care policies and procedures;
- interviewing techniques;
- basic mathematical calculations.

Ability to:

- compute figures;
- testify at hearings;
- communicate information clearly and concisely;
- operate and utilize computer equipment and software.