

## **PROGRAM TECHNICIAN**

### **Definition:**

Under supervision, to perform activities in support of a program requiring independent work and knowledge of a programmatic area. Duties might include: providing case documentation, determining eligibility, giving presentations, explaining processes, and making referrals.

### **Distinguishing Characteristics**

This is the first level of a five level program series. The Program Technician is distinguished from the Program Specialist, which performs paraprofessional activities in support of a program.

### **Essential Functions:**

Issues authorizations for approved services, benefits, and social services.

Provides information and assistance to program participants, potential participants and other interested parties; assists program participants in completing required documents, including those utilized for eligibility determination.

Verifies the accuracy, completeness, and timeliness of the submission of documents used to conduct annual review and financial eligibility of applicants.

Collaborates with professionals and other agencies to coordinate services/care for clients.

Maintains accurate documentation and orderly case files for clients receiving services.

Conducts assessments of family needs and makes referrals to appropriate community resources.

Interviews families and/or individuals, either by telephone or in person, to explain and interpret program purpose, rules, and regulations in order to determine initial eligibility of potential clients; advises families on how to maximize benefits.

Verifies benefits/restrictions and interprets coverage based on established scope of services.

Inputs a variety of data and information into computer databases.

Conducts workshops or classroom training sessions.

By assignment, monitors ongoing client services and needs.

May prepare draft reviews of current changes in laws and regulations.

Performs other related duties as required.

### **Employment Standards:**

High School Diploma, G.E.D. or equivalent, and one (1) year of education, training and/or experience sufficient to obtain the knowledge and skill to successfully perform the essential duties of the job.

Qualifying related work experience may include, verifying documents to determine eligibility for benefits, social services and/or employment; conducting needs assessments; making referrals for services; interviewing clients and providing program information to the public.

Volunteer experience may be qualifying if confirmed in writing from a recognized organization.

**Additional Requirements:**

Some positions may require possession of a valid California Driver's License.

**Knowledge of:** interviewing techniques; basic socioeconomic principles; program terminology; applicable programs; customer service principles; community resources; basic mathematical principles; alphabetical and chronological filing methods; applicable policies and procedures, public relations and public speaking methods; and telephone etiquette.

**Skill in:** interviewing potential clients; providing customer services; coordinating resources; filing; performing mathematical calculations; using a computer and related software applications; conducting needs assessments; maintaining case files; prioritizing multiple tasks simultaneously; reading and comprehending complex regulations and procedures; recording information; accessing, inputting, and retrieving information from databases; and, communicating both orally and in writing sufficient to exchange or convey information and to receive work direction.

A background check may be conducted for this classification.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec. 3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services.) As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable following a significant emergency or disaster.