

HUMAN SERVICES DISABILITIES ADVOCATE

Definition:

Under general supervision, to provide information and assistance to clients that would enable them to receive Supplemental Security Income, and to represent clients at appeal hearings.

Distinguishing Characteristics

This classification is allocated to the Department of Human Services. The focus of this position is advocating for General Assistance clients, so that they may receive Supplemental Security Income. A majority of the work day is dedicated to providing information and assistance to these clients.

This classification is distinguished from Eligibility Technician III by knowledge of public assistance programs administered by the Department of Human Services, as well as extensive knowledge of the Supplemental Security Income program and disabling conditions.

Essential Functions:

- Advises clients on benefits that may be available to them as a result of their disabling condition.
- Interviews clients to obtain and verify information needed to determine initial and/or ongoing eligibility for benefits related to a disabling condition.
- Obtains medical information about the client's disabling condition and financial resources that may impact eligibility for benefits.
- Assists clients in completing and submitting application forms; attains and submits medical documents required to verify disabling condition.
- Acts as an intermediary with Social Security staff to obtain information and resolve discrepancies.
- Personally represents the client at appeal hearings; prepares medical/legal summary documents required for appeal hearings.
- Keeps client informed on status of case.
- Serves as the departmental expert on matters related to benefits available to clients as the result of a disabling condition; makes presentations in the area of expertise to public assistance applicants and recipients, co-workers, representatives from other governmental agencies or citizen groups.
- Enters and retrieves numerical and narrative data from an automated system; reads and interprets computer printouts and information on computer screens.
- Processes cases manually as required, including benefit computations and under/over payment adjustments.
- Establishes and maintains case files.
- Plans and organizes caseload to ensure that necessary work is completed in accordance with regulations relating to eligibility and timeliness.
- Attends meetings and participates in training sessions or staff development activities, located on- or off-site.
- Maintains client confidentiality at all times.
- Conducts home calls for the purpose of obtaining and verifying information.

- Participates in administrative law hearings on matters other than assigned area of expertise.
- Performs other job-related duties as assigned.

Employment Standards:

Education: Completion of 60 semester or 90 quarter units from an accredited college or university, PLUS:

Experience: Three years of experience which has provided extensive knowledge of public assistance programs available to disabled clients. Experience may substitute for education on a year-for-year basis.

Possession of a valid Class C California driver's license is required upon appointment.

Knowledge of: Rules and regulations governing public assistance programs available for disabled clients; medical terminology; administrative law procedures; business mathematics; computer terminology and computer keyboard arrangement; techniques of interviewing for information and record-keeping; goals and purposes of public social service programs; laws, departmental and community resources available to clients; resources which may be used to obtain and verify information concerning eligibility.

Ability to: understand, apply and explain complex regulations and procedures; advocate for clients; represent clients at administrative law hearings; accurately record information and complete complex forms; obtain information from clients concerning medical condition, financial resources and other personal information affecting eligibility; make arithmetic computations; access, input and retrieve information using mainframe computer hardware and software; communicate effectively verbally and in writing with persons from a variety of social, cultural and economic backgrounds; establish and maintain effective working relationships with co-workers and representatives from other public assistance programs; effectively organize and perform work amid interruptions; make referrals to other appropriate agencies and social service programs; and detect and evaluate possible fraudulent situations.

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.