

**MICHIGAN CIVIL SERVICE COMMISSION  
JOB SPECIFICATION**

**ASSISTANCE PAYMENTS WORKER**

**JOB DESCRIPTION**

Employees in this job determine applicants' eligibility for financial assistance programs and maintain ongoing cases. The work involves frequent contacts with clients and others to obtain and verify information needed to approve services under various financial assistance programs, Food Assistance, Medical Assistance, and other programs administered by the Department of Human Services.

There are four classifications in this job.

**Position Code Title – Assistance Payments Worker-E**

Assistance Payments Worker 8

This is the entry level. The employee works as an on-the-job trainee receiving close supervision and guidance while learning the methods and procedures of assistance payments work.

Assistance Payments Worker 9

This is the intermediate level. The employee works in a developing capacity with increased responsibility for performing an expanding range of assistance payments assignments.

Assistance Payments Worker E10

This is the experienced level. The employee performs a full range of assignments using considerable independent judgment to make decisions requiring the interpretation of guidelines to specific situations without consulting available supervision.

**Position Code Title – Assistance Payments Worker-A**

Assistance Payments Worker 11

This is the advanced level. The employee may function as a lead worker or senior worker. At this level, employees are responsible for overseeing the work assignments of other Assistance Payments Workers while performing a full range of assignments or have regular assignments which have been recognized by Civil Service as having significantly greater complexity than those assigned at the experienced level. The recognized senior-level assignment in this area is recoupment of over-issued public assistance funds.

**NOTE:** Employees generally progress through this series to the experienced level based on satisfactory performance and possession of the required experience.

## ASSISTANCE PAYMENTS WORKER

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### JOB DUTIES

**NOTE:** The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Interviews clients to obtain information necessary to make eligibility determinations; conducts initial intake interviews and/or annual case review interviews.

Reviews and evaluates clients' circumstances and documentation to determine the type and amount of assistance for which the applicant or client is eligible.

Maintains an ongoing caseload by processing case changes, adding and deleting dependents, making food stamp changes, issuing vendor status notices, replacing lost warrants, Medical Assistance cards, etc., keeping case history files current, and responding to client inquiries and complaints.

Uses the automated systems to compute client budgets for shelter, personal needs, utilities, and special needs; and provides budget breakdowns and explanations to clients.

Codes client records and inputs data using computer terminals with responsibility for the accuracy of information entered.

Monitors case status by reviewing eligibility and income reports.

Conducts correspondence needed to maintain cases, and maintains accurate case records.

Assists clients in completion of application forms and explains programs and requirements; refers clients to other agencies or service programs as appropriate.

Conducts annual redeterminations to review the status of each case and make necessary changes.

Contacts landlords, nursing homes, physicians, court officials, and others to verify information regarding income, assets, obligations, etc., needed to make eligibility decisions.

Authorizes immediate assistance on an emergency basis when warranted to obtain shelter, transportation, medical care, or utility service for needy clients.

Explains procedures and actions taken, responding to clients' requests for information or desire to appeal decisions or denials, and meets with clients at case closure to review reasons for ineligibility.

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Writes social summaries for Medical Assistance cases.

Writes hearing summaries, participates in pre-hearing conferences and hearings, and explains decisions in administrative hearings.

Assists in training less experienced employees.

Completes a variety of supplemental forms related to client services such as SSI, subsidized housing, friend of the court, and medical vouchers.

Performs related work as assigned.

### **Additional Job Duties**

#### **Assistance Payments Worker 11 (Lead Worker)**

Assigns work to Assistance Payments Workers and reviews work for accuracy and completeness.

Trains new and developing employees and provides technical assistance with problems.

Establishes work priorities for a unit of Assistance Payment Workers and coordinates assignments to assure completion within established promptness standards.

#### **Assistance Payments Worker 11 (Senior Worker)**

Regularly processes the most complex and difficult assignments related to recoupment activities.

Reviews case records to determine if over-issuance exists.

Re-calculates client budgets and applies appropriate policy accordingly to determine over-issuance amount.

Evaluates and identifies causes of over-issuance (agency error, client error, or potential intentional program violation).

Initiates action on case record to recoup over-issuance.

Trains staff on recovery process and policy changes applicable to benefit recovery.

Works in cooperation with the Office of Inspector General on legal issues raised with regard to recoupment efforts.

**JOB QUALIFICATIONS**

**Knowledge, Skills, and Abilities**

**NOTE:** Some knowledge in the area listed is required at the entry level, developing knowledge is required at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of interviewing methods to elicit client eligibility information.

Knowledge of the problems of and services for disadvantaged people.

Ability to read, interpret, and apply program policies and procedures.

Ability to conduct information-gathering interviews.

Ability to follow oral and written instructions.

Ability to accurately compute budgets.

Ability to code forms from instruction manuals.

Ability to enter data using a keyboard.

Ability to communicate effectively.

Ability to maintain favorable public relations.

Ability to maintain confidentiality of information.

Ability to create and maintain case records, compile information for reports, and compose correspondence related to the work.

Some positions may require the ability to converse in other languages such as Arabic, Chaldean, or Spanish.

**Additional Knowledge, Skills, and Abilities**

**Assistance Payments Worker 11 (Senior Worker)**

Ability to reconstruct benefit eligibility through review of documentation, interviews, and other methods.

Ability to identify errors and their causes.

**Assistance Payments Worker 11 (Lead Worker)**

Ability to determine work priorities and to assign, coordinate, and evaluate the work of others.

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Ability to assist others in solving work related problems.

Ability to train employees in the work.

**Working Conditions**

Some jobs are located in a human services agency.

Some jobs require extensive public contact, sometimes with distraught customers.

**Physical Requirements**

None.

**Education**

Completion of two years of college (60 semester or 90 term credits).

**Experience**

**Assistance Payments Worker 8**

No specific type or amount is required.

**Assistance Payments Worker 9**

One year of experience equivalent to an Assistance Payments Worker 8, Migrant Program Worker 8, or Family Independence Specialist 9.

**Assistance Payments Worker E10**

Two years of experience equivalent to an Assistance Payments Worker, including one year equivalent to an Assistance Payments Worker 9; or, Two years equivalent to a Migrant Program Worker, including one year equivalent to a Migrant Program Worker 9; or, Two years of experience equivalent to a Family Independence Specialist, including one year equivalent to a Family Independence Specialist 10.

**Assistance Payments Worker 11**

Three years of experience equivalent to an Assistance Payments Worker, including one year equivalent to an Assistance Payments Worker E10; Three years equivalent to a Migrant Program Worker, including one year equivalent to a Migrant Program Worker E10; or, Three years of experience equivalent to a Family Independence Specialist, including one year equivalent to a Family Independence Specialist P11.

**Alternate Education and Experience**

Four years of administrative support experience in a human services or office setting, including two years equivalent to the experienced (E7) level, may be substituted for the education requirement.

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Completion of one year of college (30 semester or 45 term credits) and three years of administrative support experience in a human services or office setting, including one year equivalent to the experienced (E7) level, may be substituted for the education requirement.

Three years of Home Aide experience, including one year equivalent to a Home Aide E8, may be substituted for the education requirement.

**Special Requirements, Licenses, and Certifications**

None.

**NOTE:** Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

**JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION**

**Job Code**

ASTPAYWKR

**Job Code Description**

Assistance Payments Worker

**Position Title**

Assistance Payments Worker-E

Assistance Payments Worker-A

**Position Code**

ASTPWKRE

ASTPWKRA

**Pay Schedule**

W22-001

W22-024

ECP Group 1  
Revised 8/27/08  
EAF