



## NOTICE OF VACANCY

### STARK COUNTY JOB AND FAMILY SERVICES

#### Unit Support Worker 2-Human Services

##### SUMMARY

Assists and provides support to Eligibility Referral Specialists in the Human Services Division.

##### ESSENTIAL FUNCTIONS AND RESPONSIBILITIES (The functions listed below are intended to depict general job assignments, abilities and responsibilities required of this position. Other duties as assigned.)

Assists staff, customers & the general public with issues. Provides technical and support assistance (filing, typing, copying, scanning and calculating). Performs data entry of case activity. Gathers information and documentation for case records via SACWIS, CRIS-E, SETS, Ohio Benefits, MAGI, ONBASE, MITT, etc., court documents and other public records. Prepares forms needed to obtain and verify customer information. Participates in self-sufficiency case plans (e.g. schedules appointments, WEP schedules, reviews SSP's, etc.). Initiates referrals and provides information for supportive services to customers. Compiles reports, lists, letters, statistics and meeting minutes. Completes application registration and schedules appointments. Reviews applications for expedited eligibility. Authorizes expedited Food Assistance and Medicaid as appropriate and assigns intake appointments if necessary. Screens/interviews customers. Accepts and processes Prevention, Retention and Contingency (PRC) applications. Secures verifications, computes budgets, makes contact with vendors as part of arranging for PRC services. Determines need or eligibility for PRC. Maintains records (such as PRC and ONBASE), assignments, closing and placements. Provides assistance for training. Assists in job readiness in preparation for job interviews (cloth shopping, job fairs). Participates in team meetings and staffings. Cooperates with other social services staff/units, customers, public officials to promote positive public relations. Address customer needs via telephone, email and fax. Process transfer-outs. Process incoming and return mail and prepares assorted packets for outgoing mail. Maintains supply cabinet and JOB Club boards.

##### SUPERVISORY RESPONSIBILITIES:

This position has no supervisory responsibilities.

##### QUALIFICATION REQUIREMENTS:

*To perform this job satisfactorily, the employee must be able to perform each essential function satisfactorily. The requirements and duties lists are representative of the knowledge, skill and ability required. Reasonable accommodations may be made for individuals with disabilities.*

##### EDUCATION AND/OR EXPERIENCE:

High School Diploma or GED required. Twelve months experience as a Unit Support Worker 1 or formal education beyond High School in arithmetic that includes addition, subtraction and reading and writing common English vocabulary. One course or six to twelve months experience in typing, keyboarding or word processing and working in an office environment handling in-person and/or telephone contacts with customers and the general public.

**CERTIFICATES OR LICENSES:**

Valid Driver's License.

**COMPUTER EXPERTISE REQUIRED / EQUIPMENT OPERATED:**

Knowledge of Microsoft Office programs (e.g. Word, Access, Excel, and PowerPoint). Ability to use, enter and retrieve data. Capacity to operate a computer and perform basic word processing type tasks (i.e., graphics, basic spreadsheets). Ability to type 25 - 30 wpm on a standard keyboard.

*The following are examples only of office equipment routinely used and are not intended to be all inclusive:* Computer, printer, typewriter, copy machine, fax machine, telephone, postage meter, scanner and other general office equipment.

To apply, please access the agency's website at [www.starkjfs.org](http://www.starkjfs.org) An online application can be found under the Careers link. Applicants have the ability to upload a letter of interest and current resume. We are an equal opportunity employer that does not discriminate based upon sex, race, creed, color, age, national origin or disability. Applicants may request reasonable accommodations to participate in the interview process.

**PHONE CALLS WILL NOT BE ACCEPTED**