



COUNTY OF HIDALGO

Department of Human Resources

Job Title: **WIC CERTIFICATION SPECIALIST II**
Grade: 07

The County of Hidalgo Department of Human Resources reserves the right to select candidates considered to be the most highly qualified based on education and experience. The hiring department will interview and select the candidates provided by the Department of Human Resources.

GENERAL DESCRIPTION

Obtain information on eligibility status and benefit income from various computer systems regarding unemployment, food stamps, and aide programs among others. Information is used by department caseworkers to determine preliminary eligibility for financial assistance and is used as a tool for accurately verifying that documents presented are true and correct. Meet personally with applicants who were classified as pended during their initial screening to received and verify additional eligibility information. Lead person in processing WIC assistance applications. Contact employers, landlords, and medical professionals, among others, to verify or clarify applicant information. This position determines if documents presented are true and correct, if a client has undisclosed income or resources, and if there is sufficient information prior to forwarding applicants to the caseworkers. Decisions are performed in strict compliance with predetermined policies and standards.

EXAMPLES OF WORK PERFORMED

- Independently performs assessments to determine appropriate verification(s) required
- Conducts client interviews to obtain missing information
- Accesses various information systems to attain data as needed
- Obtains client history with social service agencies, physicians, employers, landlords, mortgage companies and utility companies
- Obtains client's case file information to determine pertinent elements of previous case plan
- Interprets and documents results of search and forwards information to caseworkers
- Trains staff to interpret data from various complex information systems
- Gathers and routes client information on eligibility, housing status, service times and dates to facilitate the preparation of management reports
- Maintains confidential records on clients' personal matters and financial situation
- Performs all other related duties as assigned

EDUCATION AND EXPERIENCE

Associate's degree from an accredited college or university in related field

Related experience in accessing systems and interpreting service data from various data systems and other aid programs

Three (3) years' work related experience in eligibility determination and experience interpreting and evaluating data screens

Two (2) years of related experience may be substituted for one (1) year of education

CERTIFICATES, LICENSES AND REGISTRATION

Must have a current valid Texas motor vehicle operator's license

Must be able to be insured by the County's insurance carrier

KNOWLEDGE, SKILLS AND ABILITIES

Organizational and customer service skills required

Must have interpersonal skills to relate well to customers and other county personnel

Ability to communicate effectively (bi-lingual preferred), and ability to train others

May require interaction with other departmental supervisors and peers, other County agencies and staff, outside vendors or other professionals and community, state or federal agencies

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over twenty-five (25) pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- standing for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the County of Hidalgo Accident Prevention Plan and department's safety regulations