

Bexar County Position Description

Job Title:	INTAKE WORKER
Grade:	NE - 07
Job Type:	Full-Time Regular
Department:	Economic & Community Development
FLSA:	Non-Exempt
Civil Service Status	Regular

Summary:

Under general supervision, is responsible for determining eligibility and enrolling qualified applicants in public assistance programs; prepares status reports; and performs related duties as required. Email applications to hiring supervisor, Monica Poole at monica.poole@bexar.org.

Duties and Responsibilities:

Evaluates applicants' eligibility for public assistance programs

Provides program information such as specific program benefits and eligibility requirements to potential clients

Prepares applications and verifies client information for public assistance programs

Prepares case correspondence including delay notices, denial notices and notices of payment Negotiates payment terms and pledges with utility and other vendors

Educates clients individually or in groups on weatherization and energy conservation procedures

Prepares weekly workload and case status reports

Refers applicants and clients to other public service agencies

May perform site visits to pre-screen applicants who are homebound

May translate information for non-English-speaking clients

Performs related duties as required

Minimum Qualifications:

Graduation from an accredited college or university with a Bachelor's Degree in Social Work or closely related field, and one (1) year of direct client services experience; or an equivalent combination of education and experience

Knowledge of human services field; knowledge of public service agencies and assistance programs

Skill in utilizing tact and diplomacy when dealing with diverse groups of individuals

Ability to operate personal computer and basic office equipment; ability to perform basic mathematical calculations; ability to communicate effectively in Spanish and English, both verbally and in writing; ability to establish and maintain effective working relationships with co-workers, outside agencies/vendors and the general public

Must have a valid driver's license

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Must be bilingual in English/Spanish

May be required to work more than 40 hours during the workweek

Working Environment and Physical Demands:

Working conditions are primarily indoors
 Required to work in difficult and stressful situations
 Occasionally moves items weighing up to 10-15 pounds
 Occasionally moves about the office
 Frequently communicates with others; must be able to exchange accurate information
 Constantly operates a computer and other office productivity machinery
 Positions self to perform essential functions
 Must be able to remain in a stationary position

Individual Office/Department Conditions:

Tasks and special requirements unique to an individual office or department may be addressed through a separate list of detailed specifications prepared by that office/department and subject to approval by Human Resources and the Civil Service Commission. Office/department specifications may not be more complex nor at a higher level of responsibility than any of those contained in this position description.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Candidates whose disabilities make them unable to meet these requirements will still be considered qualified if they can perform the Essential Functions of the job with reasonable accommodation.

Department	Personnel Approval Date	Civil Service or Sheriff's Civil Service Approval Date	Commissioners Court or County Manager Approval Date
Community Resources (Client Svcs)	September 7, 1995	September 7, 1995	
Community Resources (Client Svcs)	September 19, 2000		September 19, 2000 (T1 Study-Grd Change)
Community Resources (Client Svcs)			January 11, 2001 (update)
Community Resources (Client Svcs)			January 10, 2008 (update)
Community Investment (Client Services)	January 10, 2008 (Change made to position specification)	January 24, 2008	NA