



Pride of the Ojibwe
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Hayward • Wisconsin • 54843
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Income Maintenance Specialist

Position: Income Maintenance Specialist
Posting Date: January 25, 2024
Closing Date: Open Until Filled
Hours: Monday-Friday 8:00am-4:30pm
Supervision: Income Maintenance Director
Location: LCO Tribal Administration Building

Position Summary:

This position interprets and enforces federal and state laws and regulations along with Tribal ordinances, policies and procedures to individual cases in order to meet the needs of low-income families. Income Maintenance Specialist is responsible for case management which includes assessing family needs, connecting clients with the family services that will improve economic and family well-being by processing applications, conducting interviews, collecting verification of reported information and issuing benefits for services such as Medical Assistance, Food Stamps, and Child Care.

Education and Experience:

- Two year Associates Degree in Human Services, Business or Administration related field preferred: and/or equivalent work experience in related field are required.

Minimum Qualifications:

- A combination of training and experience equivalent to that acquired by high school graduation and two years of post-secondary training and a year of work experience involving customer service. The training must be sufficient to insure an ability to assimilate rapidly, interpret and apply complex and voluminous policy materials from a variety of sources.
- A year of work experience involving customer service.
- Efficient written communication skills are needed at a sufficient level to communicate clearly with customer and others, produce summaries of case circumstances and events which explain the course of action taken,

**LCO Tribal Government
Human Resource Dept
IM Specialist**

- Human relations and verbal communication skills must be sufficient to enable the specialist to explain complex materials and to hear and understand what customers are communicating and to elicit sensitive information from individuals of diverse backgrounds.
- Mathematical skills sufficient to compute benefits using established formulae.
- Valid Wisconsin driver's license required.
- Successful completion of formal Income Maintenance training program (after hire) and continuing training sufficient to comply with certification.
- Travel may be required.

Essential Duties and Responsibilities:

- Explain program requirements and opportunities.
- Determine the need for supportive services and make appropriate referrals to supportive agencies or activities. Collaborate with these experts in obtaining services.
- Maintain Confidentiality.
- Adhere to federal, state and county policy described in Income Maintenance, Food Stamps, Child Care, Medical Assistance and other program Manuals, Department of Workforce Development Operations Memos and Administrator's Memos, CARES guide and related training.

Determine initial and ongoing eligibility:

- Interview applicants in office to obtain personal and financial information required by law to establish eligibility for Medical Assistance, Food Stamps, Child Care and/or Interim assistance.
- Enter data into CARES system and run eligibility determination routines appropriate to the circumstances.
- Analyze third-party documentary sources offered by applicant or identified through automated match results for discrepancies with reported information.
- Review information from participants, employers, automated cross matches, government records and other sources to determine changes in circumstances affecting household eligibility.
- Recalculate benefits based on new client information, new policy or eligibility information to determine possibility of error.

Interact in a respectful and positive manner:

- Treat customers and co-workers with respect and sensitivity.
- Listen effectively to assure mutual understanding of customer's intent and concerns by ongoing process of feedback and clarification.
- Support and re-enforce co-workers in daily activities.

Connect customers with appropriate resources:

- Maintain a working knowledge of current programs and resources and how to connect customers to them.
- Consult with customer to determine goals and resource needs.
- Refer customers to appropriate community resources.

Respond to customers and other agencies:

- Respond to written and telephone inquires timely and respectfully.
- Collaborate with staff from related agencies to assure smooth transitios and consistent messages for participants in common.

Enhance professional growth by developing and expanding knowledge and skills:

- Attend state training sessions, educational Telephone Network Seminars, and inservice meetings to keep current knowledge and skills. Participate in staff meetings and/or review minutes and attachments for any meetings missed. Seek out clarificaiton of questionable information through your supervisor.
- Maintain your computer skills to acceptable levels for case management and interactive communication purposes.
- Assess your individual training needs and discuss with your supervisor.

Application Procedure:

Submit **complete LCO Employment Application and Authorization to Release Information, resume, at least three (3) personal reference letters**, and any other supportive documents. Resume should be typewritten, indicating personal information related to the position for which applicant is applying for and should include education, experience, professional and/or community involvement. **Tribal Member applicants must provide a signed official document from a federally recognized Tribe acknowledging enrollment.**

MAIL, FAX OR EMAIL ALL INFORMATION TO:

**Lac Courte Oreilles Tribal Government
ATTN: Human Recourse Department
13394 W. Trepania Road
Hayward, WI 54843
Fax (715) 634-4797
HR Fax (715) 699-1209
doreen.debrot@lco-nsn.gov
caroline.yellowthunder@lco-nsn**

***Tribal Preference will apply to qualified applicants in accordance with the
Lac Courte Oreilles Policies & Procedures Manual***