

Classification Title: Human Services Program Auditor

FLSA Status: Non-Exempt

BRIEF DESCRIPTION: Audits and conducts investigations of overpayments, suspected fraudulent payments or missing benefits for clients which could include food assistance, Work First, Medicaid, day care, emergency assistance, restitution or related court-ordered payments. Works with case managers and other staff and determines payment or overpayment amounts and establishes appropriate collection actions.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Researches and investigates public records such as marriage licenses and addresses to determine service eligibility. Interviews clients to explain program rules and regulations and assess irregularities. Records information provided and evaluates research and responses.
2	S	Maintains and updates information on programs, services, rules and regulations in order to assess all information provided and recommend actions.
3	S	Communicates with staff on cases and shares client information as appropriate.
4	S	Recommends collection activities when warranted and discusses repayment options with clients which could include voluntary repayment, wage garnishment, court intervention or collection agency referrals.
5	S	Represents the county in court-sponsored collection activities. Prepares legal documents and case materials and answers investigator questions regarding budget procedures or agency or program policies, rules or regulations.

CLASSIFICATION REQUIREMENTS:

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Education	Bachelor's degree in Human Services, Health or a related field.
Experience	Two years of experience determining eligibility in a public assistance program.
Equivalent Education & Experience Accepted?	Yes

CLASSIFICATION REQUIREMENTS	
Certification and Other Requirements	A valid driver's license and a "safe" driving record may be required.
Reading	Advanced
Math	Intermediate
Writing	Advanced
Managerial	Receives Limited Direction.
Budget Responsibility	Has no budget responsibility.
Supervisory / Organizational Control	Work requires functioning as a lead worker performing essentially the same work as those directed and includes overseeing work quality, training, instructing, and scheduling work.
Interpersonal / Human Relations Skills	Work requires frequent and regular contact with others in a direct reporting relationship and may involve contact with others outside of the direct reporting relationship. The purpose of the contact is to address specific issues and/or general policies. Contact may involve support of controversial positions or the negotiation of sensitive issues.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computers, printers and related software

PRIMARY WORK LOCATION	
x Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors (see 1 below)	Other (see 2 below)

(1) N/A

(2) N/A

PROTECTIVE EQUIPMENT REQUIRED:

None.