



Texas Works Advisor IV

Salary Group: B15
Class Code: 5626

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
TEXAS WORKS ADVISOR I	5620	B12	\$33,840 - \$49,798
TEXAS WORKS ADVISOR II	5622	B13	\$35,439 - \$52,388
TEXAS WORKS ADVISOR III	5624	B14	\$37,144 - \$55,134
TEXAS WORKS ADVISOR IV	5626	B15	\$38,976 - \$58,045
TEXAS WORKS ADVISOR V	5628	B16	\$40,918 - \$61,130

GENERAL DESCRIPTION

Performs highly complex (senior-level) eligibility determinations for social services programs. Work involves reviewing and analyzing eligibility files, investigating cases, interviewing clients, and resolving problems and complaints. May serve as a lead worker providing direction to others. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Reviews and analyzes client financial eligibility activities for social service programs.

Conducts reviews and obtains information by observing and recording examinations.

Performs investigative client interviews, and analyzes client's statements.

Reviews suspected fraud cases and makes referrals to investigators.

Reviews case records to determine validity and accuracy of eligibility determinations made by other staff.

Resolves complaints and escalated issues.

Consults with program staff on policies, practices, records, budgets, and community resources.

May speak to community groups, attend board meetings, and serve on committees.

May testify in court as a technical authority on eligibility issues.

May serve as a lead worker providing direction to others.

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in social services, financial eligibility determination, or investigative work. Graduation from an accredited four-year college or university with major coursework in human services, social science, business, or a related field is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of state and federal program eligibility guidelines, regulations, and policies; social service eligibility requirements; and community welfare resources.

Skill in interviewing, in coordinating individual needs assessments, and in the use of a computer and applicable software.

Ability to maintain effective working relationships, to elicit and evaluate information, to research and investigate, to perform basic arithmetic and data analysis, to communicate effectively, and to serve as a lead worker providing direction to others.