



# Texas Works Advisor II

Salary Group: B13

Class Code: 5622

<u>CLASS TITLE</u>	<u>CLASS CODE</u>	<u>SALARY GROUP</u>	<u>SALARY RANGE</u>
TEXAS WORKS ADVISOR I	5620	B12	\$27,840 - \$43,798
<b>TEXAS WORKS ADVISOR II</b>	<b>5622</b>	<b>B13</b>	<b>\$29,439 - \$46,388</b>
TEXAS WORKS ADVISOR III	5624	B14	\$31,144 - \$49,134
TEXAS WORKS ADVISOR IV	5626	B15	\$32,976 - \$52,045
TEXAS WORKS ADVISOR V	5628	B16	\$34,918 - \$55,130

## GENERAL DESCRIPTION

Performs moderately complex (journey-level) eligibility determinations for social services programs. Work involves reviewing eligibility files, interviewing clients, documenting client information, determining benefits, verifying case data, and explaining program benefits and requirements. Works under general supervision, with limited latitude for the use of initiative and independent judgment.

## EXAMPLES OF WORK PERFORMED

Obtains, verifies, and calculates income and resources to determine client financial eligibility for social service programs.

Processes, monitors, reviews, and communicates case status and changes to clients, their families, or authorized representatives.

Interviews clients, their families, or authorized representatives to gather information in determining benefit eligibility.

Certifies program eligibility, computes benefit levels, and determines the length of eligibility.

Conducts reviews to determine or verify new and continued program eligibility.

Explains program benefits, requirements, rights of appeal, and fair hearings to clients, their families, or authorized representatives.

Calculates and processes changes to client benefits such as overpayments, adjustments, or restoration of benefits.

Documents case records to maintain accurate and confidential client records.

Assists advisors in resolving complaints and escalated issues.

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

May speak to community groups to explain programs.

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; of social service eligibility requirements; and of community welfare resources.

Skill in interviewing, in conducting 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, and to communicate effectively.