



# Texas Works Advisor III

Salary Group: B14

Class Code: 5624

<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
TEXAS WORKS ADVISOR II	5622	B13	\$29,439 - \$46,388
<b>TEXAS WORKS ADVISOR III</b>	<b>5624</b>	<b>B14</b>	<b>\$31,144 - \$49,134</b>
TEXAS WORKS ADVISOR IV	5626	B15	\$32,976 - \$52,045
TEXAS WORKS ADVISOR V	5628	B16	\$34,918 - \$55,130

## GENERAL DESCRIPTION

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

## EXAMPLES OF WORK PERFORMED

Reviews client financial eligibility activities for social service programs.

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

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

Conducts life needs assessments and participates in developing client support plans.

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

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

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

Counsels clients on social services programs, related laws, tax issues, and other state and federal regulations.

Reviews suspected fraud cases and makes referrals to investigators.

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

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, attend board meetings, and serve on committees.

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

May provide guidance 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 course work 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, to communicate effectively, and to provide guidance to others.