

# **DHS Bridge Program**

## **Economic Assistance Support**

### **ESSENTIAL JOB FUNCTIONS:**

Provides information and services in support of economic assistance programs within the Department of Human Services (DHS).

- Provides information and answers questions, complaints, and referrals of clients entering DHS for appointments, applications for services, and general guidance on department programs.
- Reaches out to clients for scheduling, interview reminders, and to resolve general inquiries.
- Ensures the public entering DHS receives necessary direction.
- Enters information as received in Colorado Benefits Management Systems (CBMS) to facilitate the application process.
- Scans and processes documents into the appropriate document management system.
- Communicates information to clients regarding program specific documentation requirements to ensure successful application process.
- Enters client information and inquiries into case comments under CBMS.
- Conducts initial income, family composition and eligibility reviews.  
Read and discern case comments and communicate appropriately with a variety of clients. Reads, understands and complies with agency letters and department policies and procedures as related to daily, weekly and monthly tasks.
- Provides basic public assistance program information and client referral to appropriate community agencies.
- Assembles generic packets and maintains program information brochures.
- Performs other duties as required.

### **QUALIFICATIONS:**

- High school diploma or equivalent education required.
- Ability to communicate and work effectively with co-workers, DHS personnel, clients, and the general public.
- Ability to efficiently plan, schedule, and organize.
- Ability to assess situations and make prudent and appropriate decisions; ability to apply conflict resolution and problem-solving skills.
- Ability to use standard office equipment including computer, copier and telephone.
- Maintain regular and punctual attendance.
- Must pass conditional post offer background investigation and drug screen.

**WORK CONDITIONS:**

Work is performed primarily in a high-volume office environment; may be exposed to clients in stressful situations.