



**NORTH DAKOTA
CLASS DESCRIPTION**

ND Human Resource Management Services
Phone: (701) 328-3290

Class Code(s): 4029

REGIONAL REPRESENTATIVE, ECONOMIC/MEDICAL ASSISTANCE PROGRAMS

GRADE N

SCOPE OF WORK:

Individuals assigned to positions in this classification provide technical assistance and serve as a liaison for economic/medical assistance programs between the Department of Human Services policy units and the county social service boards and human service centers within a region.

DUTIES PERFORMED:

- Provide direction, supervision, and training in the policies and procedures for economic/medical assistance programs.
- Interpret and communicate economic/medical assistance program policy to the staff of county social service boards and human service centers.
- Work closely with economic/medical assistance policy staff in solving policy-related questions.
- Consult on a daily basis with eligibility staff, county directors, etc. on questions of policy and procedures for economic/medical assistance programs.
- Conduct site visits on a regular basis to provide information and review case files.
- Assess training needs and provide or arrange for in-service education and training for county and state staff.
- Present information regarding economic/medical assistance programs to other agencies, clubs, businesses, and organizations.
- Review, audit and evaluate individual case files and program administration for effective benefit delivery and compliance with program policy; provide corrective action recommendations and feedback.
- Respond to policy issues on a statewide basis whenever other regional representatives are unavailable.
- Maintain a close and harmonious working relationship between economic/medical assistance policy units and the county social service boards and human service centers.
- Communicate with county social service boards and human service centers to discuss current and proposed policy or legislation; research and respond to concerns and needs or relay to appropriate staff.
- Serve as economic/medical assistance policy units' resource and contact person to other agencies and the general public.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree and three years of administrative, quality control, or eligibility determination work experience in economic/medical assistance programs similar to the programs administered by the North Dakota Department of Human Services.

The appointing authority may choose to substitute additional administrative, quality control or eligibility determination work experience in economic/medical assistance programs similar to the programs administered by the North Dakota Department of Human Services for the education requirement on a year-for-year basis.

Eff. Date: 3/86

Rev: 2/00 – Updated to new format; revised minimum qualifications, reviewed grade

Rev: 7/12 – Conversion to Hay System