



# New Mexico State Personnel Office

2600 Cerrillos Road  
Santa Fe, New Mexico 87505-0127

## Classification Description

### FAMILY ASSISTANCE ANALYST

| <b>Class Title</b>                  | <b>Class Code</b> | <b>Pay Band</b> | <b>Alt Pay Band*</b> |
|-------------------------------------|-------------------|-----------------|----------------------|
| <b>Family Assistance Analyst I</b>  | <b>G10601</b>     | <b>55</b>       | <b>60</b>            |
| <b>Family Assistance Analyst II</b> | <b>G10602</b>     | <b>60</b>       | <b>65</b>            |

*\*In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

### Occupation Description

Determine clients' eligibility and facilitate access to an integrated network of multiple public support programs and services that prevent or reduce poverty and assure low-income and disabled individuals' participation in the lives of their communities.

### Nature of Work

Family assistance analysts provide case management in compliance with federal and state regulations, performance measurements, and mandated timelines. They determine clients' eligibility for multiple public assistance programs; authorize and oversee disbursement of public assistance and provide referrals to community resources. They provide employment assistance to a diverse population by assessing job readiness and training needs. They advise clients of job placement programs and client participation agreements. Family assistance analysts coordinate client utilization of multiple public assistance programs which, on occasion, contain conflicting eligibility criteria. Analysts must remain current on policy, procedures, and ongoing revisions to apply and if necessary, interpret multiple guidelines. They comply with accountability requirements by documenting case management and completing determination justifications. Family assistance analysts integrate services based off the needs of clients, contractors, community organizations, public officials and legislative bodies.

### Distinguishing Characteristics of Levels

*Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.*

### Level I

Performs the full range of duties in determining eligibility for and authorizing public assistance services. Independently manages a caseload.

- Interacts with clients to facilitate their transition to self-sufficiency.
- Interviews clients to determine eligibility for food, financial, medical, and energy assistance programs in accordance with federal and state regulations.
- Interviews clients and assesses income potential based on language and vocational skills, education level, training needs and employment history.
- Identifies and responds to client's needs, and provides timely and appropriate customer service.

## **FAMILY ASSISTANCE ANALYST**

- Authorizes distribution of program benefits and coordinates referrals to appropriate medical, social, educational, and vocational resources.
- Performs periodic reviews of benefit authorization and recertification's, in accordance with federal and state regulations.
- Provides guidance to clients of available income support and job training programs.
- Composes narratives and analyzes case records to support and document eligibility decisions.
- Documents clients' employment plans, work participation agreements, referrals, disbursements, and compliance with program policies and regulations.
- Maintains case records by verifying and analyzing changes in clients circumstances to determine how information will affect eligibility, benefit levels, and disbursement.
- Operates multiple computer systems, which are based on analysis and organization of client information.
- Makes presentations about the job-training program to business and government agencies to promote training and work placement opportunities.
- Testifies on behalf of agency in hearings and administrative processes.
- Performs related duties as required.

### **Recommended Education and Experience for Full Performance**

Bachelor's Degree from an accredited college or university in any field.

### **Minimum Qualifications**

High School diploma or GED and four (4) years' experience in eligibility determination/interviewing and/or clerical experience.

### **Level II**

Provides complex case management and problem resolution, provides consultation and training to co-workers, and makes recommendations to management to improve field office operations.

- Reviews referred cases and conducts additional intake, research, and analysis to resolve problems and complaints
- Provides technical expertise, consultation, and training in the areas of case management.
- Makes presentations of contracted and grant funded programs to eligible populations and providers.
- Coordinates data entry and retrieval from multiple interfacing information systems and databases.
- Generates comprehensive reports; intake, interview, and process notes; statistical computations; and objectives and recommendations.

### **Recommended Education and Experience for Full Performance\***

Bachelor's Degree from an accredited college or university in any field and two (2) years of experience in eligibility determination, social services and/or public assistance program in an Income Support or Child Support office.

### **Minimum Qualifications**

High School diploma or GED and six (6) years' experience in eligibility determination/interviewing and/or clerical experience.

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### Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O\*NET. O\*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

### Knowledge

**Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**Clerical** — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

**Law and Government** — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

**Mathematics** — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

**Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

**Computers and Electronics** — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

### Skills

**Speaking** — Talking to others to convey information effectively.

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.

**Service Orientation** — Actively looking for ways to help people.

**Writing** — Communicating effectively in writing as appropriate for the needs of the audience.

**Complex Problem Solving** — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

**Coordination** — Adjusting actions in relation to others' actions.

**Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

**Statutory Requirements:** N/A

## FAMILY ASSISTANCE ANALYST

**Conditions of Employment:** Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Must possess a valid New Mexico driver's license.

**Default FLSA Status:** Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

**Bargaining Unit:** This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

**Established:** 06/01/2007                      **Revised:** 6/11/2014 (minimum qualifications.)

*\*Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

*Note: Classification description subject to change. Please refer to the SPO website [www.spo.state.nm.us](http://www.spo.state.nm.us) to ensure this represents the most current copy of the description.*