

ELIGIBILITY SPECIALIST (HELP Program)

General Statement of Duties and Responsibilities

For use in Human Resources Administration/Department of Social Services only.

Under varying degrees of supervision and of latitude for independent judgement, and in accordance with agency policies/procedures and federal/state laws and regulations, determines and substantiates the initial and continuing eligibility of persons for public assistance programs administered by the Human Resources Administration / Department of Social Services. All personnel utilize computerized systems and equipment in performance of their duties. There are three Assignment Levels within this class of positions. All personnel perform related work.

Assignment Level I

Under direct supervision, determines and recertifies the eligibility of persons for public assistance based on documents and computer files; performs tasks such as the following:

Examples of Typical Tasks

Establishes initial eligibility and/or continuing eligibility for assistance of homebound, aged or disabled persons and for child only cases, by reviewing applications, documents required for recertification and other documents mailed in by applicants or recipients, and by accessing the agency's computer and paper files.

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Assignment Level I (continued)

Examples of Typical Tasks (continued)

Obtains financial and other information required to establish the amount of the applicant's/recipient's entitlement; performs calculations to establish need and level of financial assistance and other public benefits.

Recommends changes in benefits, and/or amount of financial assistance, based on new information received from recipients or other sources.

Submits proposed case actions to the supervisor for review and approval, along with substantiating records, documentation and forms required for processing.

Inputs case information into the computer network; processes paperwork.

Prepares activity and other reports.

May answer inquiries from the public.

May conduct face to face interviews.

Assignment Level II

Under supervision, with some latitude for independent judgment and decision, performs the duties described under Assignment Level I above in face to face interviews or responds to calls on the Human Resources Administration/Department of Social Services information help line. In addition, performs tasks such as the following:

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Assignment Level II (continued)

Examples of Typical Tasks

Conducts face to face interviews with applicants and/or recipients of public assistance benefits such as food stamps and medical assistance; establishes initial and/or continuing eligibility for assistance.

Working in Human Resources Administration/Department of Social Services information help lines, responds to telephone inquiries from the general public, community organizations, applicants and recipients of public assistance. Answers questions concerning issues, such as, income support benefits, medical assistance, food stamps, heat/utility/housing emergencies and domestic violence programs; elicits information to make an expeditious assessment of callers' financial eligibility for benefits; refers callers to appropriate local center for further assistance; answers questions concerning status of applications and/or status of active cases; works to resolve caller complaints/queries by accessing agency's computer system for needed information and/or contacting appropriate program areas; tracks recertification data to ensure recipients receive necessary paper work on time.

Assignment Level III

Under supervision, with latitude for independent judgment and decision, maintains a caseload; working directly with public assistance applicants and recipients performs the duties described under Assignment Levels I and II above. In addition, perform tasks such as the following:

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Assignment Level III (continued)

Examples of Typical Tasks

Initiates and/or processes housing referrals and actions to maintain suitable housing for applicants/recipients; processes housing actions, such as rent increases, changes of address, rent advances and relocations.

Qualification Requirements

1. Completion of 60 semester credits at an accredited college; or
2. A four high school diploma or its educational equivalent and two years of full-time satisfactory experience in one or more of the following areas; performing the work described below:
 - a. Interviewing, gathering information and/or preparing necessary documentation for the purpose of making decisions concerning eligibility for public assistance or unemployment, health benefits, social security, casualty, property or liability insurance, or other similar benefits; or
 - b. Performing bookkeeping, bank teller duties, housing office teller duties, purchasing agent, assistant store manager, sales representative responsible for accounts, or customer service representative responsible for making determinations; or
 - c. Dealing with social service agencies or aiding individuals in solving housing, social, financial or health problems as a community organization representative; or

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Qualification Requirements (continued)

3. A satisfactory combination of education and/or experience equivalent to "1" or "2" above. College education may be substituted for the experience in "2" above on the basis that 30 semester credits from an accredited college may be substituted for each year of required experience. However, all candidates must have at least a four year high school diploma or its educational equivalent.

Special Note

Work experience which provides only incidental opportunities to perform the job duties as described in "2a", "2b" and "2c" above are not acceptable for meeting the minimum qualification requirements. Examples of unacceptable work experience include, but are not limited to, experience as a token clerk, check-out clerk, sales clerk, teacher's aide, cashier, receptionist or secretary.

NOTE:

This title is classified in the non-competitive class for a 12 month period under the Hiring Emergency Limited Placement (HELP) Program. At the conclusion of 12 months incumbents will be transferred into "Eligibility Specialist (10104)" as permanent competitive class employees.