

CLASS TITLE:

ELIGIBILITY TECHNICIAN I

Class Code: 02466200

Pay Grade: 21A

EO: E

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To perform eligibility determinations, both initial and continuing, for individuals applying for or receiving assistance payments for health and human service programs; to assist applicants/recipients in knowing their rights and responsibilities, completing applications and securing supporting evidence to ensure that complete and accurate information is obtained; to communicate basic program, process, eligibility requirements and status to customers and advocates; to process applications from receipt to benefit issuance or denial in at least one program; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior from whom assignments are received; work is reviewed in process and upon completion for conformance to established standards, rules and general policies.

SUPERVISION EXERCISED: None.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To perform eligibility determinations, both initial and continuing, for individuals applying for or receiving assistance payments for health and human service programs.

To assist applicants/recipients in knowing their rights and responsibilities, completing applications and securing supporting evidence to ensure complete and accurate information is obtained.

To communicate basic program, process, eligibility requirements and status to customers and advocates.

To process applications from receipt to benefit issuance or denial in at least one program.

To complete required forms, secure accompanying documentation, and perform scanning, indexing, registration, data collection using a task-management system.

To refer applicants/recipients who express a need for case management-oriented functions to social service personnel.

To provide information about laws, rules, regulations and policies/procedures to applicants/recipients and other interested parties to ensure an understanding of available program benefits.

To prepare reoccurring and special reports, including basic statistical breakdowns.

To compose and send routine correspondence and requests for information to applicants/recipients.

To utilize a computer and related equipment in the use and operation of an automated system for case processing.

To follow and adhere to standard unit procedures and protocols in the performance of assigned duties.

To review and monitor assigned cases by contacting clients, other agencies and employers, and to review relevant records to ensure continuing eligibility for benefits.

To provide welcoming and courteous service to customers seeking assistance in person, remotely or by scheduled appointment.

To represent and explain departmental policy and actions at an agency fair hearing.

To report suspected cases of abuse or neglect to appropriate authorities.

As directed by a superior, to conduct phone interviews and gather information related to eligibility for human service programs including but not limited to SNAP (the Supplemental Nutrition Assistant Program).

To work as part of non-lobby team for training and onboarding purposes.

As assigned, to perform lobby-based assignments, and to meet with and provide guidance to clients/customers.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGE, SKILLS AND CAPACITIES: The ability to read, understand, interpret and apply federal and state laws and regulations concerning initial and continuing eligibility requirements for state and federal health and human service programs; the ability to conduct mutually-informative interviews using standard interviewing techniques and human relations skills; the ability to collect necessary information by conducting telephone and in-person interviews; the ability to process health and human service program applications from start to issuance or denial in an accurate and timely manner; the ability to retain objectivity while dealing with clients and to exercise sound judgement in analyses of applicant assistance situations; working knowledge of Windows Operating Systems, usage of a personal computer (PC) and standard desktop office tools; capacity to navigate a computer while on the telephone and while providing in-person assistance; the ability to provide clear and accurate information to clients/recipients, agencies, employers and other interested parties; the ability to interact with applicants/recipients, the public and co-workers in a professional, tactful and courteous manner; the ability to recognize an applicant/recipient's need for service oriented functions; the ability to communicate clearly and effectively in both verbal and written communications; the ability to follow verbal and written instructions and to review and complete eligibility-related forms and applications; the ability to prepare and submit special and reoccurring reports, including simple statistical breakdowns; the ability to identify and recognize specific information from a mass of data; the ability to efficiently and effectively navigate an integrated automated database used for case processing and tracking; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: successful completion of two years of college with a concentration in social services; and

Experience: Such as may have been gained through: employment in a social services position which required the utilization of decision-making skills based on a review and evaluation of information gained through interviews and/or completed records as well as the application of such knowledge in a variety of practical situations.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: December 11, 1994

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Class Revised: October 14, 2018