

CLASS TITLE: ELIGIBILITY TECHNICIAN III (DHS)

Class Code: 02466202

Pay Grade: 25A

EO: E

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: Within the Department of Human Services (DHS), to perform the most complex initial and continuing eligibility determinations for individuals applying for or receiving state and federal assistance payments for all 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 highly complex program, process, eligibility requirements and status to customers and advocates; to meet face-to-face with DHS customers applying in person or for scheduled appointments, or assist customers via phone coverage through a DHS Call Center; to provide support, guidance and coaching to lower-level Eligibility Technicians; and to do related work as required.

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

SUPERVISION EXERCISED: To assist a supervisor in acclimating new employees to the job duties, managing unit assignments and completion of work; to participate in and administer formal training to staff; to review cases of Eligibility Technician I's and II's; and to perform other lead tasks as assigned.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

Within the Department of Human Services (DHS), to perform the most complex initial and continuing, eligibility determinations for individuals applying for or receiving state and federal assistance payments for all 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 highly complex program, process, eligibility requirements and status to customers and advocates.

To meet face-to-face with DHS customers applying in person or for scheduled appointments, or assist customers via phone coverage through a DHS Call Center.

To provide support, guidance and coaching to lower-level Eligibility Technicians.

To provide information to applicants/recipients and to other interested parties by mail, telephone or in person regarding laws, rules, regulations, policies or procedures and eligibility requirements.

To perform scanning, indexing, registration, and data collection using a task-management and lobby queueing system.

To appear at a variety of hearings and meetings in order to represent the department and to explain departmental policies, procedures, protocols and actions.

To assist a supervisor in acclimating new employees to the job duties, managing unit assignments, completion of work, timeliness of pending cases, compliance and quality assurance reviews.

To participate in and partner with other agency staff to administer formal staff training.

To perform a full range of application processing from receipt to benefit issuance or denial for all health and human service programs.

To assist a supervisor in reviewing cases of other Eligibility Technicians and to prepare written reports concerning results of case reviews.

To serve as a member of the staff escalation and staff appeals teams.

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

To ensure applicant understanding of available program benefits.

To perform in person interviews, both in an office setting and in the field, including various community sites.

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

To compile reoccurring and special reports, including highly complex statistical breakdowns for management.

To participate in group projects and special assignments as needed.

To address and resolve cases that are error-prone, resolve highly complex cases, ensuring excellent customer experience and resolution of client issues.

To compose, compile and send routine and complex requests for information to applicants/recipients.

To operate an automated database for case processing, including using the equipment and related routines in the performance of assigned duties.

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

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

To perform related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGE, SKILLS AND CAPACITIES: The ability to read, assimilate and apply federal and state law and regulations concerning initial and continuing eligibility requirements for all state and federal cash, medical and food stamp programs; the ability to conduct mutually informative interviews using standard interviewing techniques and human relation skills; the ability to accurately process applications, for all health and human service programs, from start to issuance or denial within average processing time in system; the ability to retain objectivity while dealing with clients who may be different or difficult to manage, and exercise sound judgement in analyses of a wide variety of applicant assistance situations, and to make prompt, correct decisions as direct by law or regulation; advanced knowledge of Windows Operating Systems, usage of a personal computer (PC) and standard desktop office tools; the ability to convey information in person, by telephone or by mail; the ability to deal with applicants, recipients and the public in a tactful and courteous manner, as well as co-workers; the ability to recognize applicants/recipients' need for service-oriented functions; the ability to follow written instructions and to complete eligibility related forms and applications; the ability to prepare and submit special and reoccurring reports including complex statistical breakdowns; the ability to recognize specific information from a mass of data; the ability to use a keyboard and effectively navigate an integrated automated database used for case processing and racking; the ability to work directly with public in DHS offices and off-site locations; the ability to maintain work behaviors that conform to departmental standards of professionalism; 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: a minimum of forty-eight (48) months of employment as a DHS Eligibility Technician I and/or II, successful completion of an employee performance assessment and training program as outlined by management.

Class Created: October 14, 2018