

Eligibility Worker

Dept/Div: HHS

FLSA Status: *Non-Exempt*

General Definition of Work

Performs intermediate technical work receiving and processing eligibility applications, evaluating, determining and re-determining eligibility, referring clients to service workers, preparing and maintaining files and records, and related work as apparent or assigned. Work is performed under the limited supervision of the Financial Assistance Supervisor II.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions

- Interviews individuals to obtain required information to determine initial and ongoing eligibility for assistance programs; completes required forms; documents case records.
- Provides back-up caseload coverage for absent staff or vacant positions within the unit.
- Provides on-the-job training for new and experience eligibility works on policies, procedures and program requirements.
- Explains the benefit program rules and regulations; explains client rights and responsibilities.
- Completes eligibility determination; applies program regulations to determine eligibility and benefit amount; documents case record to show that regulations are applied correctly; completes worksheet to show verification of eligibility requirements; gathers information through written correspondence and oral contacts.
- Refers individuals to social workers and other programs, services and resources as a result of the overall assessment of the situation.
- Prepares, reports and maintains records; maintains and manages the ongoing caseload; files cases; prepares correspondence.
- Receives and responds to inquiries in person and via the telephone.
- Identifies potential fraud issues, documents and makes appropriate referrals; assists Fraud Prevention and Welfare Fraud Investigators in preparing cases for prosecution, and provides testimony in civil or criminal court as needed.
- Assists and/or provides input in the implementation of new County policies and procedures.

Knowledge, Skills and Abilities

General knowledge of the principles and practices of public social service organizations; general knowledge of current social, economic and health problems and of human behavior and social functioning; ability to analyze facts and exercise sound judgment in arriving at conclusions; ability to perform basic mathematics including calculating percentages; ability to follow oral and written instructions; ability to organize work schedule, manage workload and meet deadlines; ability to communicate complex ideas effectively, orally and in writing; ability to prepare clear and concise reports; ability to establish and maintain effective working relationships with clients, associates and the general public.

Education and Experience

High school diploma or GED and moderate experience in a human service setting, or equivalent combination of education and experience.

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Physical Requirements

This work requires the regular exertion of up to 10 pounds of force and occasional exertion of up to 25 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel, stooping, kneeling, crouching or crawling, reaching with hands and arms and repetitive motions and frequently standing, walking, pushing or pulling and lifting; work requires close vision, distance vision, ability to adjust focus, depth perception, color perception and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Merit System Eligible

Within six months:

- Data Privacy Practices Training

- HIPAA Training

- Civil Rights Training

- On-going mandatory training

Training for all DHS programs and systems used to perform work

Homeland Security SAVE System Training

Security of IRS Information Training

Long Term Care Program Requirements

Long Term Care Certification Training through State of Minnesota

Valid driver's license.