

MERIT SYSTEM SERVICES
Class Code: 3510/3520
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County of Mariposa

ELIGIBILITY WORKER I/II

DEFINITION

Under direct supervision, employees in this class determine the eligibility of applicants and recipients for public assistance programs through interactive interviewing and fact gathering; maintain current knowledge of program regulations and procedures necessary for program caseload administration; initiate and process casework; identify needs and make appropriate referrals for health, social and/or employment services; and perform related work as required.

Eligibility Worker I is the entry/trainee level in the Eligibility Worker class series. Incumbents in this class initially perform work under close supervision and receive extensive in-service training. As requisite skills and knowledge are developed, greater independence is exercised. The incumbent is expected to advance to the journey level Eligibility Worker II after the probationary period of satisfactory performance at the I level. Incumbents at the II level are expected to manage a full caseload independently, referring non-procedural questions to the supervisor.

The Eligibility Worker is distinguished from the Eligibility Worker - SAWS series in that the latter uses SAWS (Statewide Automated Welfare System) for determining eligibility and processing casework and requires knowledge of multi-programs. The ability to elicit information from clients through an interactive interview with limited structure; and knowledge of assigned aid programs.

EXAMPLES OF ESSENTIAL FUNCTIONS

Perform interactive interviews to elicit eligibility information and identify need for public assistance programs and services.

Analyze financial and eligibility information to determine initial or continuing eligibility for aid programs.

Explain regulations, rules, and policies to clients and apprise them of their rights, responsibilities and eligibility for participation.

Ensure accuracy and completion of application and declaration forms.

Resolve discrepancies by securing documentation, medical records and confirmation from other agencies.

Read and interpret computer printouts and information on computer screens.

Prepare correspondence and reports.

Organize caseload so that necessary case records and documents are processed and updated within specific time limits established by regulation and local policy.

EMPLOYMENT STANDARDS

Knowledge of:

General goals and purpose of public social services programs.

Techniques of interviewing and information gathering.

Computer terminology and computer keyboard arrangement.

Modern office practices, methods, and procedures.

Basic record keeping practices and procedures.

Basic mathematics.

Ability to:

Learn and apply the policies, procedures, and programs of the County Social Services Department.

Learn and apply the laws, rules, and regulations governing eligibility and grant determination for public assistance programs and the case administration of these programs.

Learn resources available, and communicate with others to obtain and verify information concerning eligibility.

Learn fact finding techniques and perform in-depth and interactive interviewing.

Determine appropriate course of action in emergency situations.

Make referrals to appropriate agencies and social service programs.

Detect and evaluate potential fraudulent situations.

Analyze and interpret written, numerical and verbal data from various sources.

Process cases manually as required.

Plan and organize caseload to ensure work is completed in accordance with regulations relating to eligibility and timeliness.

Read, understand, apply and explain complicated and detailed correspondence and reports, regulations and policy directives.

Perform a variety of mathematical computations accurately and rapidly.

Prepare, clear, concise and accurate records and reports.

Explain complex rules and programs so that they can be understood by people of diverse socio-economic and cultural backgrounds.

Establish and maintain cooperative working relationships with the public and staff.

Follow written and oral directions and instructions.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment and includes continuous contact with staff and the public. Work may involve stressful situations and include dealing with erratic and sometimes threatening behavior.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including telephones, calculators, copiers, facsimile, computers and other related peripheral equipment such as printers and scanners.

MINIMUM QUALIFICATIONS

Education and Experience:

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Eligibility Worker I

Completion of 60 semester or 90 quarter units of college, **OR** two (2) years of experience performing clerical duties (experience must include substantial public contact with clients and basic interviewing for the purpose of gathering information and explaining policies or clarifying information needed), **OR** one (1) year of experience with responsibility for one or more of the following: determining eligibility for loans, financial assistance, unemployment, veterans benefits, or publicly or privately financed health counseling and/or social services programs.

Eligibility Worker II

Six (6) months of experience performing duties comparable to the Eligibility Worker I classification.

Additional Requirements:

Possession of a valid California driver's license. Under certain circumstances, the Personnel Director may accept a valid driver's license from another state if applicant acknowledges his/her intent to acquire a California driver's license within three months by signing an acknowledgement form.