

Eligibility Worker II – Merit

General Description

Determines the eligibility of applicants and recipients for public assistance programs through interactive interviewing and fact gathering; maintains current knowledge of program regulations and procedures necessary for multi-program caseload administration; initiates and processes casework through an automated system; identifies needs and makes appropriate referrals for health, social, and/or employment services; and performs related work as required.

Working under general supervision, Eligibility Worker II is the journey level in the Eligibility Worker series. Employees at this level are expected to manage a full, multi-program caseload independently, referring non-procedural questions to the supervisor. Positions in this class are flexibly staffed and are normally filled by advancement from the lower level of Eligibility Worker I, or if filled from the outside, require prior related experience.

Eligibility Worker II differs from Eligibility Worker III in that the latter may provide lead direction and/or perform specialized assignments in areas such as quality control or fraud prevention, requiring an advanced level of technical knowledge. The Eligibility Worker series differs from the Employment & Training Worker series in that the latter provides employability services to eligible applicants of social services agencies.

Supervision Exercised and Received

Incumbents in the Eligibility Worker I/II classification receive supervision from an Eligibility Supervisor, and may receive lead direction from an Eligibility Worker III.

Minimum Qualifications

One (1) year of full-time experience performing duties comparable to the Eligibility Worker I classification.

Some positions may require possession of special language and culture skills as a bona fide qualifications standard. In these cases, candidates must demonstrate that they possess the required skills.

Typical Duties:

Duties may include, but are not limited to, the following. For Eligibility Worker I, duties are performed at the trainee level:

- Performs interactive interviews to elicit eligibility information and identify need for public assistance programs and services.
- Analyzes financial and eligibility information to determine initial or continuing eligibility for multiple aid programs.
- Explains regulations, rules, and policies to clients and apprises them of their rights, responsibilities, and eligibility for participation.
- Ensures accuracy and completion of application and declaration forms.
- Resolves discrepancies by securing documentation, medical records, and confirmation from other agencies.
- Initiates a total-household assistance case.
- Enters and retrieves numerical and narrative data, and issues benefits from an automated computer system.

- Reads and interprets computer printouts and information on computer screens.
- Prepares correspondence and reports.
- Organizes caseload so that necessary case records and documents are processed and updated within specific time limits established by regulation and local policy.
- Performs related duties as assigned.

Employment Standards

Knowledge of:

Note: The level and scope of the knowledge and skills listed below are related to job duties as distinguished between the two levels in the Definition section.

- 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:

- Apply the policies, procedures, and programs of the County Social Services Department.
- Apply the laws, rules, and regulations governing eligibility and grant determination for multiple public assistance programs and the case administration of these programs.
- Identify available resources, and communicate with others to obtain and verify information concerning eligibility.
- Use 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.
- Enter data accurately into a computerized system.
- Navigate through computer screens and complete and review basic computer documents and other forms.
- Identify when computer output is incorrect and make corrections.
- 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 they can be understood by people of diverse socio-economic and cultural backgrounds.
- Establish and maintain cooperative working relationships with the public and staff.
- Use computers and related software packages.
- Follow written and oral directions and instruction.

Other Information

Some positions in this classification may require possession of a valid California driver's License. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.