

Eligibility Worker III – Merit

General Description

Under limited supervision, the Eligibility Worker III performs the most complex work and specialized assignments requiring an advanced level of technical knowledge in public assistance programs, departmental processes, and caseload administration. Incumbents may be responsible to perform help desk functions, specialized casework functions, provide lead direction, and/or training to a unit of workers determining eligibility of applicants and recipients for public assistance programs; perform interactive interviewing and fact gathering; identify needs and make appropriate referrals for health, social and/or employment services; and perform related work as required. Other assignments may include quality control and/or quality assurance reviews, early fraud prevention programs, representing the county in administrative appeals and fair hearings, or performing other specialized assignments.

Eligibility Worker III is the advanced journey level in the Eligibility Worker series. Incumbents are expected to manage a complex program caseload, provide lead direction and/or perform specialized technical assignments independently. The Eligibility Worker III differs from the Eligibility Supervisor in that the latter directly supervises a unit of Eligibility Workers.

Supervision Exercised and Received

Incumbents in the Eligibility Worker III classification receive supervision from an Eligibility Supervisor. An Eligibility Worker III has no responsibility for direct supervision of others, but may provide lead direction to other Eligibility Workers.

Minimum Qualifications

One (1) year of full-time experience performing duties comparable to the Eligibility Worker II 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:

- Performs interactive interviews to elicit eligibility information and identifies need for public assistance programs and services.
- Analyzes financial and eligibility information to determine initial or continuing eligibility for aid programs.
- Explains regulations, rules, and policies to clients to apprise 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 issue 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.
- May provide services to drop-in clients, perform local help desk functions, provide lead direction and training to unit staff and assist with the more complicated cases, or perform specialized assignments in the areas of investigations, quality assurance and control, and fair hearings.
- Performs related duties as required.

Employment Standards

Knowledge of:

- Laws, rules, and regulations governing eligibility and grant determination for multiple public assistance programs and related case administrative techniques.
- Policies, procedures, and programs of the county social services department.
- Techniques for performing in-depth, interactive interviewing and information gathering.
- Resources available to obtain and verify information concerning eligibility.
- Principles of training and staff development.
- Modern office practices, methods, and procedures.
- Record-keeping practices and procedures.
- Basic mathematics.

Ability to:

- Lead, direct, and train other eligibility staff.
- Evaluate and make appropriate recommendations and corrections on selected cases.
- 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.
- Identify when computer output is incorrect and make corrections.
- 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.
- Follow written and oral instructions.

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.