



## CLASS SPECIFICATION

Class Code: 6147  
Date Est: 09/2001  
Last Rev:  
Last Title Chg:  
FLSA: Non-exempt

### ELIGIBILITY CASE COMPLIANCE REVIEWER

#### **DEFINITION**

Under direction, reviews eligibility cases for compliance with state and departmental regulations, policies and procedures; researches legal, statutory and policy issues; coordinates and provides training for staff; and performs related duties as required.

#### **EDUCATION AND EXPERIENCE REQUIREMENTS**

Four years of experience making eligibility determinations in a social service agency including some experience in quality review activities. A Bachelor's Degree in a closely related field may be substituted for two years of the experience.

#### **LICENSE OR CERTIFICATE**

NA

#### **SUPERVISION EXERCISED**

None

**EXAMPLES OF DUTIES** *(The following is used as a partial description and is not restrictive as to duties required.)*

Review eligibility cases, active and closed, for compliance to state regulations and departmental policies and procedures; identify and write up areas of non-compliance.

Identify staff requiring remedial training and make recommendations to their supervisors and the Division Director.

Participate in review and analysis of procedures; write revisions to policy and procedures and present to staff for review.

Research legal, statutory and policy issues pertaining to Adult Services programs and incorporate findings into procedures.

Update, maintain, and revise procedural manuals and train staff on changes to policies and procedures.

Train new staff; review and explain policies and procedures for respective programs; monitor worker progress and identify performance problems.

Communicate with Adult Services staff regarding policies and procedures that affect the eligibility process.

Conduct in-services for other agencies regarding Adult Services programs.

Participate in meetings with external entities to address and resolve policy and procedure issues.

Assist staff to problem solve unique situations that are not covered by procedures.

Investigate cases reported as fraudulent claims and report findings; organize file and present to District Attorney's Office for prosecution; monitor status of cases.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

### **Knowledge of:**

Social Security and Nevada State Welfare regulations pertaining to disability benefits and Medicaid, food stamps and cash aid.

Departmental policies and procedures applicable to General Assistance and Health Care Assistance programs.

Community resources and assistance programs in local area.

Computer programs and software specific to assigned area.

Case review concepts and methods.

### **Ability to:**

Access and operate departmental computer equipment and software.

Read, interpret, and apply relevant regulations, policies, and procedures to assigned programs.

Evaluate case records to determine compliance with pertinent laws, regulations, and standards.

**Entry Level** *(Applicants will be screened for possession of these through written, oral, performance and other evaluation procedures.)*

### **Knowledge of:**

Business and technical writing styles and methods.

Training approaches and techniques.

Presentation methods.

Computer software including word processing, database, and spreadsheet.

### **Ability to:**

Analyze information, project consequences of proposed actions, and develop appropriate actions.

Read, interpret, and apply pertinent laws, regulations, policies, and procedures.

Use computer software programs to conduct research, compose documents and reference information.

Compose clear and concise business correspondence and technical procedures manuals.

Assess trainee's learning style and adapt training approach and materials accordingly.

Communicate clearly and concisely both orally and in writing.

Establish and maintain professional, effective working relationships with all customers, internal and external.

Make oral presentations before groups.

## **SPECIAL REQUIREMENTS**

*Essential duties require the following physical skills and work environment.*

Ability to work in a standard office environment.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*

Approved WERCCS Job Evaluation Committee

Date August 23, 2001