



CLASS SPECIFICATION

Class Code: 6148
Date Est: 01/1988
Last Rev: 05/2018
Last Title Chg:
FLSA: non-exempt
Probation: 12 months

ELIGIBILITY SUPERVISOR

DEFINITION

Under general supervision, supervises staff responsible for making eligibility determinations in the Human Services Agency; performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Three years of experience making eligibility determinations in a human service agency; OR an equivalent combination of training and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment.

DISTINGUISHING CHARACTERISTICS

This is the supervisory class in the Eligibility Certification Specialist class series. Incumbents are responsible for the day-to-day supervision of a unit of Eligibility Certification Specialists.

SUPERVISION EXERCISED

Exercises direct supervision over paraprofessional and clerical support staff.

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

Plan, train, supervise, assign, monitor and evaluate the work of an assigned unit of Eligibility Certification Specialists.

Coordinate workflow and unit procedures with the staff and management of other service providers.

Interpret and explain regulations, rules, policies and public assistance programs to clients and apprise them of their rights, responsibilities and eligibility for program participation.

Provide interpretations of eligibility rules and regulations for unit staff.

Conduct client/patient interviews and assist with eligibility determinations.

Develop and update tracking systems for unit use and reporting purposes.

Compile and analyze data and submit reports as required.

Assist with establishing program priorities and developing new policies and procedures.

Review and interpret statute changes, training staff on those changes in order to maintain compliance in eligibility determinations.

Maintain, review and interpret program management reports concerning workload, budget and operating data.

Represent the Human Services Agency with a variety of public and private agencies.

Serve on committees and task forces.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

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

Knowledge of:

Departmental/division policies and procedures.

Laws, rules and regulations governing eligibility determination and granting of aid for assigned program areas.

Human services agencies and their relationship with other departments and community resources.

Medical terminology.

Computer software specific to the department/division.

Countywide personnel policies such as Affirmative Action, sexual harassment, discrimination and EEO.

Ability to:

Supervise personnel, including training, assigning and reviewing work, administering discipline and conducting performance evaluations.

Plan, coordinate and direct the operations of an assigned Eligibility Certification unit to accomplish established goals and objectives and optimize efficiency.

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

Knowledge of:

Principles and practices of supervision and training.

Functions of public social service agencies and the principles of income maintenance and public social services.

Interviewing methods and techniques.

Basic mathematics required to compute eligibility for public assistance programs.

Ability to:

Prepare and maintain accurate, clear and concise reports, statistics and chronological records.

Obtain facts, analyze eligibility information and draw sound conclusions.

Effectively deal with people from diverse socio-economic, age and cultural backgrounds.

Act with integrity; exercise appropriate discretion and maintain confidentiality of information.

Counsel clients in basic life skills.

Read, interpret and apply regulations, policies and procedures.

Determine eligibility for available services.

Communicate effectively both orally and in writing.

Maintain effective working relationships with medical professionals, community agencies and County staff.

SPECIAL REQUIREMENTS (*Essential duties require the following physical skills and work environment.*)

Ability to lift and carry objects weighing up to 25 lbs. range. Ability to use office equipment including computers, telephones, calculators, copiers and FAX. Work is performed in office, home and medical facility environments.

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