



ELIGIBILITY WORKER

SCOPE OF WORK:

Perform duties related to the processing of applications for human services economic assistance programs. Work involves a variety of administrative processes and procedures ranging from relatively routine tasks at the entry/learning level to tasks of greater complexity and assuming greater responsibility in processing applications associated with major programs, and/or assuming limited supervisory responsibilities.

DUTIES PERFORMED AT ALL LEVELS:

- Interview applicants to gather information and determine individual needs.
- Inform applicants of available services and/or economic assistance.
- Inform applicants of rights and responsibilities related to the acceptance of services and/or economic assistance.
- Analyze applicant information and perform accepted procedures for verification of data.
- Determine eligibility of applicants for economic assistance.
- Provide documentation relative to individual cases.
- Input data to appropriate computerized systems.
- Authorize expenditure of funds to eligible recipients.
- Provide on-going maintenance and eligibility determination of an assigned caseload.
- Complete administrative communications, reports, and records-keeping relating to assigned caseload.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

ELIGIBILITY WORKER TECHNICIAN

4001

GRADE F

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Provide general information to potential applicants.
- Interview potential applicants to gather initial information regarding specific needs.
- Schedule appointments for applicants with appropriate eligibility staff.
- Complete processing of applications for programs of a routine nature involving well-established processing procedures.
- Conduct follow-up, re-determination, and/or re-certification interviews for smaller/less complex programs.
- Perform various clerical/administrative tasks related to application processing.
- Provide appropriate travel arrangements for clients and process related vouchers and billing documents.
- Maintain data and complete periodic reports relating to a variety of programs.

- Perform various clerical duties such as typing, record-keeping, general reception of clients, etc.
- Perform limited portions of more complex programs in learning capacity.

MINIMUM QUALIFICATIONS:

Requires one of the following: **(1)** Completion of the eligibility worker one-year certificate program. **(2)** Completion of 90 semester hours or 135 quarter hours of a bachelor's degree program. **(3)** Graduation from high school or GED and three years of work experience involving processing of claims, loans, financial eligibility benefits, credit reviews, abstracts, taxes, or housing assistance, or working in the clerical, accounting, bookkeeping, legal, financial, business, teaching, investments/financial planning, computer/data processing fields. **(4)** Three years of any combination of education and experience listed above.

ELIGIBILITY WORKER I
GRADE H

4002

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Responsible for performing the complete application processing and related activities associated with major economic assistance programs in a work unit required to respond to applicants eligible for numerous programs including one or more major programs.
- May provide guidance to Eligibility Worker Technicians.

MINIMUM QUALIFICATIONS:

Requires one of the following: **(1)** Completion of the eligibility worker two-year associate degree program. **(2)** Completion of the eligibility worker one-year certificate program and one year of work experience involving duties directly related to determining eligibility for human services economic assistance programs. **(3)** Completion of 90 semester hours or 135 quarter hours of a bachelor's degree program and one year of work experience involving duties directly related to determining eligibility for human services economic assistance programs. **(4)** Graduation from high school or GED and three years of work experience involving processing of claims, loans, financial eligibility benefits, credit reviews, abstracts, taxes, or housing assistance. or work experience in the clerical, accounting, bookkeeping, legal, financial, business, teaching, investment/financial planning, computer/data processing fields, and one year of work experience involving duties directly related to determining eligibility for human services economic assistance programs. **(5)** Three years of any combination of education and experience listed above and one year of work experience involving duties directly related to determining eligibility for human services economic assistance programs.

ELIGIBILITY WORKER II
GRADE I

4003

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Responsible for complete application processing and related activities associated with all economic assistance programs in a work unit required to respond to applicants who may be eligible for any available program. Includes all programs considered to be of the highest complexity. Works without the benefit of a supervisor to provide guidance and/or review of the economic assistance function.
- Or responsible for the complete application processing and related activities associated with all economic assistance programs in a work unit required to respond to applicants who may be eligible for any available program. Includes all programs considered to be of the highest complexity. Also provides guidance to Eligibility Worker Technician and Eligibility Worker I's in a formal lead-worker capacity. Reviews work associated with the processing of applications and determines work objectives; provides input to performance evaluations and duty assignments.

MINIMUM QUALIFICATIONS:

Requires one of the following: **(1)** Completion of the eligibility worker two-year associate degree program and one year as an Eligibility Worker I. **(2)** Completion of the eligibility worker one-year certificate program and two years as an Eligibility Worker I **(3)** Completion of 90 semester hours or 135 quarter hours of a bachelor's degree program and two years as an Eligibility Worker I. **(4)** Graduation from high school or GED and three years work experience involving processing of claims, loans, financial eligibility benefits, credit reviews, abstracts, taxes, or housing assistance; work experience in the clerical, accounting, bookkeeping, legal, financial, business, teaching, investments/financial planning, computer/data processing fields plus two years an Eligibility Worker I. **(5)** Three years of any combination of the education and experience listed above and two years as an Eligibility Worker I.

Eff. Date: 1/75 -Eligibility Technician , Eligibility Worker II, III

Rev: 5/79 - Changed minimum qualifications

Rev: 4/83 - Changed title to specialist

Rev: 11/91 - Changed title and grade

Rev: 4/97 - Rewritten in current format

Rev: 7/12 – Conversion to Hay System