

ELIGIBILITY SPECIALIST SUPERVISOR – MS

GENERAL DESCRIPTION

The Eligibility Supervisor is the first-line supervisory classification in the Eligibility Specialist series. The main function of this level is to provide supervisory, administrative and technical support to an eligibility work unit engaged in determining initial and continuing eligibility for multiple public assistance programs. Incumbents are responsible for planning and scheduling work assignments and ensuring adequate coverage and equitable caseloads/workload among staff members; identifying staff training needs; and conducting performance evaluations and recommending disciplinary measures. Incumbents analyze cases to ensure accuracy of decisions and timeliness of processing. Eligibility Supervisors assist with difficult program cases and make final processing decisions in relation to such cases. Incumbents assist in program development and management and perform related work as required. Most working supervisors also spend a substantial portion of their time performing the most difficult and complex work of the section or unit; and perform other specialized assignments.

This classification differs from the Eligibility Specialist III in that the former operates in full supervisory capacity and the latter is responsible for lead worker duties and/or managing specialized tasks or caseloads.

MINIMUM QUALIFICATIONS

Pattern 1: One (1) year full time experience in an Eligibility Specialist III, Integrated Case Worker III, or Employment and Training Worker III classification in an Interagency Merit System (IMS) County;

OR

Pattern 2: Four (4) years of full time experience determining eligibility for public assistance programs or providing employment services in a public human services agency.

WORK PERFORMED

TYPICAL DUTIES: Duties may include, but are not limited to, the following:

Plans, assigns, supervises and reviews the work of a unit of employees determining eligibility of applicants and recipients for public assistance programs

Selects, trains, evaluates and disciplines subordinate staff

Provides direction to staff on implementation of policy and procedures

Holds individual and group conferences to discuss or interpret rules, regulations and policies

Confers with workers regarding discrepancies in the system

Determines need for training and oversight and provides appropriate training and direction

Reviews and interprets information provided on a variety of forms both by the client and third parties to assist with eligibility determination

Evaluates clients for and answers questions on Advanced Payment Tax Credits (APTC) related to health care reform

Explains a variety of plan options, costs and individual plan features through Covered California

Troubleshoots task and/or case issues to determine appropriate resolution of problems, involving Help Desk as needed, or may perform Help Desk functions

Communicates both orally and in writing with clients and others related to the initial and ongoing eligibility determination while maintaining confidentiality

Responds to questions and complaints of clients in person, by telephone, mail and/or email communication

Identifies suspected fraud and makes referrals for investigation

Represents the department at meetings, attends conferences and participates in studies, system testing and design and research projects as assigned

Interviews complainants and addresses performance and personnel problems

Participates in special projects, studies, work assignments and committees

Receives and prepares correspondence and required reports relating to unit activity and other matters

Performs related duties as assigned

EMPLOYMENT STANDARDS:

Knowledge of:

General goals and purpose of public social services programs

Laws, rules, regulations, policies and procedures governing eligibility for diverse public assistance programs and related case administrative techniques

Methods and techniques of conducting an investigative interview and information gathering

Resources available to obtain and verify information concerning eligibility

Supervisory and staff development techniques and practices, including progressive discipline and labor relations

Computer terminology and computer keyboard arrangement

Modern office practices, methods and procedures

Record keeping practices and procedures

Principles of mathematical calculations

Intricacies of health insurance plans and medical health plan options and associated terminology

Regulations and rules regarding household filing status related to the Affordable Care Act

Cultural and human behavior, including knowledge of self, to interact effectively with clients and staff

Principles and practices of effective customer service

Structure and content of the English language including the meaning and spelling of words, rules of composition and grammar

Modern equipment and communication tools used for business functions and program, project and task coordination

Computers and software programs (e.g.. Microsoft software applications) to conduct research, assess information and/or prepare documentation

Skill/Ability to:

Exercise sound judgment when organizing, directing and prioritizing unit activities

Select, train, supervise, evaluate and discipline subordinate 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

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

Analyze and interpret written numerical and verbal data from various sources

Utilize multiple electronic information social services systems and analyze and interpret such information

Enter data accurately into a computerized system

Navigate through computer screens and effectively use computer systems, software applications and modern business equipment to perform a variety of work tasks

Identify when computer output is incorrect and make corrections

Plan and organize workload to ensure staff's work is completed in accordance with regulations relating to eligibility and timeliness

Function effectively in a system with strict deadlines and constant changes

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, cultural and educational backgrounds

Gather, record and correctly evaluate IRS tax filing data, income and additional necessary information required for the determination of eligibility for one or more programs

Explain health insurance plan options and plan details available to clients through the Affordable Care Act

Review a variety of tax documents to obtain needed household filing information

Explain health care reform tax credit implications to clients

Refer clients to other community services as needed

Assess and manage difficult and hostile persons or situations; or call for intervention when appropriate

Interact with people, in a courteous manner, both in person, on the telephone, by mail or email communication

Work in a fast-paced, professional office environment and prioritize a wide range of duties with varying time requirements to ensure timely completion

Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax

Establish and maintain cooperative working relationships with the public and staff

Follow written and oral directions and instructions.

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.

Classification Code:	6E01
Bargaining Unit:	12
FLSA Status:	Y
Workers' Compensation Code:	8810
Pay Table:	CNTY
Range:	336