



**CALHR**  
invites applications for the position of:

## **Eligibility Specialist Supervisor**

<b>SALARY:</b>	\$22.55 - \$27.42 Hourly
<b>DEPARTMENT:</b>	Glenn County Health and Human Services Agency
<b>OPENING DATE:</b>	07/06/21
<b>CLOSING DATE:</b>	07/27/21 11:59 PM

### **POSITION INFORMATION:**

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.

### **SUPERVISION EXERCISED AND RECEIVED**

Incumbents in the Eligibility Supervisor classification generally receive direct supervision from a Program Manager or other designated manager. Eligibility Supervisors provide direct supervision to a unit of Eligibility Specialists. Supervision may also include incumbents in other classes (e.g., Office Assistant, Integrated Case Worker, or a similar class).

### **EXAMPLES OF DUTIES:**

- 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

### **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

## **MINIMUM QUALIFICATIONS:**

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**

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

## **SUPPLEMENTAL INFORMATION:**

### **ADDITIONAL INFORMATION**

- The ability to speak, read, and write Spanish in addition to English would be an asset in this position, but is not required. Applicants for English/Spanish bilingual designated positions must take and pass the bilingual proficiency examination administered by CalHR.
- A valid driver's license may be required at the time of appointment and employees may also be required to drive their own car, provide proof of car insurance, and a DMV clearance. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.
- Position may require pre-employment drug testing, physical examination, and fingerprinting for a background investigation.
- Government agencies accessing US government information, which include federal tax information must ensure that background investigation requirements for all agency

employees and contractors that have access to federal tax information are consistent to the IRS background investigation requirements for access to federal tax information. A background check may be required if the position requires access to these types of records. Background requirements consist of three components which include, fingerprinting, citizenship verification and local law enforcement checks. State agencies must conduct investigation during time of hire and ensure a reinvestigation is conducted 10 years from the date of the previous background investigation for each employee that has access to federal tax information.

### **VETERANS PREFERENCE**

If you would like to request Veteran's preference points as part of the application packet, please attach a copy of your DD-214 to your application.

### **EXAMINATION INFORMATION**

If supplemental questions are included as a part of this job bulletin, applicants may be rated based upon their responses to the supplemental questions. If rated, only those that are determined to be highly qualified will be invited to participate in the next step of the selection process.

### **SPECIAL TESTING ARRANGEMENTS**

Special testing arrangements may be made to accommodate applicants for disability, military, or religious reasons. If you require such arrangements, please contact CalHR at [mssprogram@calhr.ca.gov](mailto:mssprogram@calhr.ca.gov) or 310-926-3193 upon notification that your application has been approved. Documentation from medical, military, school, or church officials outlining the accommodation request must be received by our office a minimum of five business days prior to a scheduled examination.

### **ABOUT GLENN COUNTY**

Glenn County is located in the United States about half way between Sacramento and Redding in Northern California. Glenn County is primarily an agricultural community with mountains on the west, the Interstate 5 corridor taking you through rich farm land, and the Sacramento River bounding the east side of the County. With over 1,188 farms, agriculture remains the primary source of Glenn County's economy. Major commodities include rice, almonds, milk products, prunes and livestock. Glenn County was incorporated on March 5, 1891. The County seat, Willows, was created March 11, 1891. Glenn County was developed out of the northern portion of Colusa County and was named for Dr. Hugh J. Glenn, who was the largest wheat farmer in the state during his lifetime, and a man of great prominence in political and commercial life in California. Glenn County has a population of 28,122.

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APPLICATIONS MAY BE FILED ONLINE AT:  
<https://www.governmentjobs.com/careers/mss>

Position #MSS02039  
ELIGIBILITY SPECIALIST SUPERVISOR  
MW

CalHR, Attn: Merit System Services  
1515 S Street, North Building, Suite 500  
Sacramento, CA 95811  
916-323-2360

[mssprogram@calhr.ca.gov](mailto:mssprogram@calhr.ca.gov)

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