

Medina County Job and Family Services

Position Description

Division:	Eligibility Services
Supervisor:	21300.0 Judy Horner

Classification:	Eligibility Specialist 1	Working Title:	Eligibility Specialist Floater
Class Number:	30121	Position Control Number:	21306.0
Status:	Bargaining	Pay Range:	27

Summary of Essential Duties

Under the direct supervision of the unit supervisor, conducts eligibility screenings and performs receptionist duties, interviews public assistance clients for initial and/or ongoing eligibility for minor public assistance programs, including, but not limited to Covered Families and Children (CFC) Medicaid, Food Assistance, Expedited Food Assistance, Prevention, Retention and Contingency (PRC), IEVS, Child Care and Transportation. May also determine ongoing eligibility for public assistance clients who have been previously determined eligible for community Medicaid, Nursing Home or Ohio Works First (OWF) Programs. Also may be assigned duties at the discretion of the unit supervisor based on division needs.

Functions of the Position

1. Is familiar with and functions in accordance with the classification specifications and agency policies and procedures.
2. Presents self in a professional, ethical and culturally sensitive manner to co-workers, staff, other agency personnel and the public.
3. Returns phone calls and correspondence in a timely manner, adhering to agency policy and time frames.
4. Conducts interactive interviews to evaluate the applicant's situation, explains the services and programs available through MCJFS and discusses service alternatives, making referrals to other appropriate community agencies.
5. Completes application clearance and registration via CRISE and prescreens for entitlement for expedited services.
6. Schedules appointments for the clients with the appropriate Eligibility Services worker and provides specific verification requirements.
7. Maintains Customer Support Team (CST) data base.
8. Provides clerical services as needed (i.e., greets people entering the agency, performs general receptionist duties, logs in number of visitors, writes receipts, addresses and mails application packets, types, makes copies).
9. Provides assistance to Eligibility Services (i.e. types emergency assistance vouchers (PRC), completes income verifications, completes affidavits for replacement warrants, sends out reapplication packets and processes hospital referrals).

10. Provides temporary coverage for other clerical units (i.e. phone system, mail) and unit coverage as needed.
11. Conducts interactive interviews to determine initial and/or ongoing eligibility for minor public assistance programs (i.e., Covered Families and Children (CFC) Medicaid programs, HealthChek, At Risk Pregnancy, Food Assistance, Prevention, Retention and Contingency (PRC), Child Care, Transportation, etc.). Interviews may be conducted in the office and/or field.
12. Gathers verifications, enters data into CRISE or other required databases, completes case dictation and assures accurate case records.
13. Explains rights and responsibilities to clients, completes appropriate contracts and provides information about community resources. If additional information is needed before case completion, provides written documentation of needed information. Follows up by phone and/or mail.
14. Completes program eligibility determination within established program time frames.
15. Re-determines ongoing eligibility for major public assistance programs (i.e., OWF, Community Medicaid and Nursing Home programs.) Under special circumstances, may be required to determine initial eligibility up to a maximum of 20% of their time.
16. Processes alerts and case changes in a timely manner.
17. Completes home visits as needed.
18. Initiates complaints to Benefit Recovery Unit to determine benefit overpayments and under issuances.
19. Represents the agency at hearings and/or court. Completes required paperwork.
20. Performs general clerical tasks (i.e., filing, making copies, data entry).
21. Acts as liaison with other staff members and departments, the general public, clients, vendors, community groups and other agencies.
22. Attends required meetings and training. Maintains training documentation for easy reference. Co-employees shall assist in the training of new employees as the Employer determines necessary and practical for the efficient operation of the Department.
23. Meets all job safety requirements and all applicable OSHA safety standards that pertain to job duties.
24. Performs other duties as assigned.

Knowledge, Skills and Abilities

Knowledge of: Federal, State and local laws, rules and regulations governing eligibility for public assistance programs; Social Welfare Issues; Employment counseling practices, assessments; Process of Benefit Recover (i.e., overpayments and under issuance, regulations, notification of expected fraud); Computer operations and systems used in Agency; Data processing procedures; Office equipment (i.e., copy machine, fax machine, printers); Office practices and procedures; Interviewing principles; Relevant agencies and community programs for referrals; Public relations issues.

Skill in: Interviewing; English grammar and composition; oral communication; writing; listening; organization; computer operations; typing; word processing; public presentation and speaking.

Ability to: Coordinate the work activities of others; counsel clients involving simple or routine matters; use computers; enter data; perform computer operations; perform intermediate mathematical operations; gather, collate and summarize data in dictation; write reports; type; extract information

from various sources; collect facts, interpret technical material; work as a team; understand manuals and verbal instructions; complete forms; proofread materials; recognize unusual or threatening situations; work with the elderly, physically and mentally challenged; sort items into established categories according to established methods; resolve recurring problems; comprehend a variety of complex, technical, written material; give and exchange facts and routine information; listen to clients for problems and provide responses or explanations in finding a resolution to the problem; interact with hostile or angry individuals; maintain accurate case records; work independently and make decisions; prepare correspondence; work on multiple tasks; explain technical issues, assignments and procedures to clients; keep paperwork and files in order, numerically, alphabetically and/or chronologically.

Qualifications

A Bachelor’s Degree or higher from an accredited institution
or
Associate’s Degree from an accredited institution and one (1) year relevant paid experience

Additional Requirements

Must successfully undergo BCI background check
Successfully complete an alcohol and drug screening
Possess a valid Ohio Driver’s License
Provide proof of eligibility to work in the United States

Inherently hazardous or physically demanding working conditions:

May encounter irate clients or individuals; may have some exposure to individuals with contagious or communicable disease; is occasionally exposed to unsanitary conditions (insect infestation, bodily wastes) or odors; may have some exposure to common chemicals found in an office environment, such as toner and correction fluid.

Eligibility Specialist 1 P.C.N. 21306.0

List Position Numbers and Class Titles of Positions directly supervised:		Date:
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