

ELIGIBILITY LIAISON ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This is specialized liaison work that primarily involves outreach activities to promote awareness of programs, especially eligibility programs (e.g. Temporary Assistance, SNAP, HEAP, Employment, Child Care Subsidy and Medicaid) in the Department of Social Services. The work is performed under the direction of a higher-level technical or administrative employee and in accordance with New York State and local regulations and guidelines and work guidance (e.g. lead work) may be provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:

Acts as liaison with a variety of community agencies, organizations, companies (e.g., utilities), and individuals (e.g., landlords) in order to promote awareness of temporary assistance programs, provide information regarding Rockland County services, procedures, and regulations, and resolve problems that pertain to eligibility programs and other services and programs, as needed;

Responds to inquiries regarding assistance, benefits and services by providing information and referrals;

Reviews eligibility applications for completeness and accuracy, conducts interviews as needed, and may make eligibility determinations;

Identifies problem areas in the eligibility processes and recommends solutions, where appropriate;

Prepares reports required by federal, New York State and local agencies, as required;

Uses computer applications or other automated systems such as spreadsheets, word processing, e-mail and database software in performing work assignments;

May maintain program records and files;

May conduct informational sessions with community groups and organizations regarding specific programs and services, as needed;

May attend meetings to assist with presentations, register participants, etc.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of Federal, New York State and local regulations and requirements that govern social services programs, especially eligibility programs*; ability to communicate effectively, both orally and in writing; ability to understand and interpret written material; ability to establish and maintain cooperative relationships with others; ability to gather and organize basic data for reports; ability to conduct information-gathering interviews*; ability to use computer software as it applies to the specific projects or program functions*.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and four (4) years of office clerical or business experience, at least two (2) years of which involved non-routine** and/or supervisory duties; or four (4) years of work experience in a client service program that involved direct public contact***; or any equivalent combination of experience.

(over)

NOTES:

1. An Associate's degree or equivalent college credits beyond high school (a minimum of sixty (60) credits) may be substituted for two (2) years of the required office clerical or business experience or two (2) years of the client service program experience.
2. Additional years of college may be substituted for the required experience on a year-for-year basis, up to an additional two (2) years beyond the Associate's degree or equivalent college credits.
3. A Bachelor's degree may be deemed fully qualifying.

*To be demonstrated during the probationary period.

**Senior-level clerical experience shall be defined as experience above entry-level clerical work (i.e., non-routine).

***Public contact shall be defined as direct contact (i.e., in-person or telephone interactions) with clients, customers or members of the public that involves persuasion, negotiation, counseling, gathering, disseminating, or clarifying information, and inspection activities that include contact with individuals, or similar activities. The nature of the contact is such that it requires judgment and independent thinking on the part of the individual in dealing with or responding to another person.