

ELIGIBILITY SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is specialized work involving responsibility for assisting the Coordinator, Assistance Programs, in planning, organizing and implementing policies and procedures to ensure the effective provision of appropriate services/benefits to clients participating in a variety of programs (e.g. Medicaid, Temporary Assistance, Employment). The work is performed under the direction of a Coordinator, Assistance Programs and supervision may be provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:

Collects, reviews and analyzes program data (e.g. opens cases, recertifications, denials, reassignments, etc.) and prepares correspondence and reports, as required;
Monitors the flow of eligibility information, case processing (i.e. process to determine eligibility) and the flow of work assignments for the formulation of local policies and procedures relevant to program eligibility and the relationships among various programs;
Acts as liaison between the Department of Social Services and community organizations, other governmental agencies, etc. to promote the efficient provision of benefits for eligible clients;
Interacts with units in the Department of Social Services in order to exchange information, resolve problems, and facilitate program coordination;
Oversees the client application process for social services program benefits;
Uses automated systems and other computer applications in the completion of assignments;
Provides training to appropriate staff members, as needed;
Attends training, as needed;
May represent the Coordinator, Assistance Programs, in his or her absence.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of Federal, New York State and local social services laws and regulations as they affect eligibility for financial assistance in various social services programs; thorough knowledge of general laws affecting eligibility for financial assistance (e.g. Social Security, Unemployment Insurance, Worker's Compensation); ability to understand and interpret complex Federal and New York State regulations and guidelines pertaining to a variety of social services programs; ability to supervise the work of others; ability to communicate effectively, both orally and in writing; ability to establish and maintain effective working relationships with others; ability to use computer applications (e.g. WMS; LDSS, spreadsheet programs, etc.)*.

MINIMUM QUALIFICATIONS:

1. A Bachelor's degree and two (2) years work experience that substantially involved one or a combination of the following:
 - a. examining, investigating or evaluating applications for financial assistance programs, veterans or unemployment benefits, insurance or similar programs, at least one (1) year of which included supervision as a major portion of the work; or
 - b. coordinating and/or planning client services in a social services program, at least one (1) year of which included supervision as a major portion of the work; or
2. An Associate's degree and four (4) years of work experience as described above, at least one (1) year of which included supervision as a major portion of the work.

*To be demonstrated during the probationary period.