



CLASS SPECIFICATION

Class Code: 6149
Date Est: 05/1982
Last Rev: 07/2016
Last Title Chg: 11/1993
FLSA: Non-exempt
Probation: 12 Months

ELIGIBILITY CERTIFICATION SPECIALIST I

DEFINITION

Under immediate supervision, determines initial and continuing eligibility of clients for one or more public assistance programs; makes referrals to other agencies as needed; performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

One year of public contact work experience which involved interviewing people for the purpose of gathering information and explaining policies; OR an equivalent combination of training and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment.

DISTINGUISHING CHARACTERISTICS

This is the entry-level class in the Eligibility Certification Specialist class series, which provides for progression to the next level upon meeting the requirements of the class and recommendation of the appointing authority. Incumbents work under close supervision in determining client eligibility for public assistance programs and services. This class is distinguished from the Eligibility Certification Specialist II class in that incumbents have less latitude for making independent decisions with respect to initial and continuing eligibility, and authorizing payment for public assistance.

SUPERVISION EXERCISED

None.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Interview people of diverse socio-economic, age, and cultural backgrounds in County offices, private homes and medical facilities to elicit information to identify need for public assistance programs and services, and make eligibility recommendations.

Explain regulations, rules, policies and public assistance programs to clients and apprise them of their rights, responsibilities and eligibility for program participation.

Review and verify information received from clients by securing documentation, medical records and confirmations from other agencies to ensure the accuracy of data and resolve discrepancies.

Evaluate information obtained from clients and other sources using relevant regulations to determine eligibility for county and community programs.

Recommend reimbursement to providers for clients referred for public assistance programs, including payment for burial of deceased clients.

Develop and maintain appropriate case history documentation regarding actions taken, eligibility determination and recommendations for referral and/or follow-up care.

Provide information and refer clients to available community resources for other assistance as needed.

Maintain caseload statistics by encoding computer data for supervisory and administrative review.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Departmental/division policies and procedures.

Laws, rules, and regulations governing eligibility determination and granting of aid for an assigned program area.

Social services agencies and their relationship with other departments and community resources.

Computer software specific to the department/division.

Ability to:

Effectively deal with people from diverse socio-economic, age and cultural backgrounds.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:

Interviewing methods and techniques.

Basic mathematics required to compute eligibility for public assistance programs.

Ability to:

Prepare and maintain accurate, clear, and concise reports, statistics, and chronological records.

Make decision and independent judgments.

Read, interpret, and apply regulations, policies, and procedures.

Enter data into a computer.

Communicate effectively both orally and in writing.

Maintain effective working relationships with medical professionals, community agencies, and County staff.

SPECIAL REQUIREMENTS

Essential duties require the following physical skills and work environment.

Ability to sit for extended periods. Ability to lift and move objects weighing up to 25 lbs. Ability to use office equipment including computers, telephones, calculators, copiers, and FAX.

Special Note: According to Nevada Revised Statute 179A, selected applicants must be fingerprinted and undergo comprehensive background checks.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.