



## DHS-ELIGIBILITY WORKER I

### **CHARACTERISTICS OF WORK:**

This is entry-level professional work involving interviewing applicants and recipients for timely evaluation and determination of eligibility for economic assistance programs. The incumbent explains and interprets policies and programs, rights, and responsibilities to clients, making appropriate referrals to social services, or other agencies as needed. Additional duties include entering and retrieving pertinent data in the computer system for use in the completion of application, recertification, and all required special reviews. The incumbent is also responsible for maintaining an on-going caseload, scheduling appointments, organizing a monthly workplan, and answering telephone and walk-in inquiries from clients and other agencies. Supervision is received from an administrative superior.

### **MINIMUM QUALIFICATIONS:**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

### **EXPERIENCE/EDUCATIONAL REQUIREMENTS:**

#### **Education:**

Graduation from a standard four-year high school or equivalent (GED);

**AND**

#### **Experience:**

Two (2) years of experience working with the general public in positions which included interviewing and policy interpretation.

#### **Substitution Statement:**

Related education and related experience may be substituted on an equal basis.

### **PHYSICAL REQUIREMENTS:**

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Light Work:** May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally force equivalent to lifting about 20 pounds.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Ability to adjust focus:** Ability to adjust the eye to bring an object into sharp focus.

**Color:** Ability to identify and distinguish colors.

**Speaking/Hearing:** Possesses the ability to give and receive information through speaking and listening skills.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms; stoop, kneel, crouch or bend. The incumbent is frequently required to walk. The incumbent is occasionally required to stand and climb or balance.

### **COMPETENCIES:**

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

### **PUBLIC SECTOR COMPETENCIES:**

**Integrity and Honesty:** Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

**Work Ethic:** Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

**Service Orientation:** Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

**Accountability:** Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

**Self Management Skills:** Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

**Interpersonal Skills:** Shows understanding, courtesy, tact, empathy and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

**Communication Skills:** Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

**Self-Development:** Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas;

#### **TECHNICAL COMPETENCIES:**

**Workflow Management:** Carries out, completes, and follows up on work that is performed.

Schedules and manages workload to achieve goals. Works independently and in groups adjusting to the needs of an agency resolving all tasks timely. Researches and finds solutions using all available informational resources. Effectively utilizes resources such as time, computer equipment, supplies, etc. Makes appropriate choices or exercises sound judgment for a variety of circumstances. Exercises appropriate level of professional curiosity based on information obtained. Adapts appropriately to a variety of situations and surroundings. Organizes a monthly workplan. Schedules appointments. Answers telephone appropriately and walk-in inquiries from clients and other agencies. Sorts, files, and responds to correspondence.

**Communication:** Shares information in writing or verbally in a timely and consistent manner.

Concisely and correctly answers questions and/or explains or conveys information to the public, agency, co-workers, management, and other entities. Asks appropriate questions to gain information needed to assist the public or provide information to the public, agency personnel, or other entities. Participates effectively in meetings, seminars, and training sessions. Presents oral and written information internally or externally using proper grammar, punctuation, and content. Appropriately documents information using tools such as: letters, reports, memorandums, etc. Communicates information patiently in a courteous and professional manner without invoking anger. Knowledgeably refers issues to appropriate agency or other personnel. Exercises reasonable amount of patience, returns calls in a timely manner.

**Work Performance:** Possesses competencies, capacities and aptitudes acquired by means of the training process, professional experience, or life experiences, which enable the functions, working situations, and requirements of the classification to be fulfilled. Understands, performs and is able to identify and carry out appropriate methods, procedures, and follows standards for application procedures.

Conducts interviews with applicants and recipients for all economic assistance programs. Completes all necessary forms and sets up case records. Enters and retrieves pertinent data in the computer system for use in the timely and accurate completion of accurate applications, recertification, and all required special reviews. Possesses the ability to prioritize tasks. Verifies and evaluates data. Sends appropriate notifications. Maintains appropriate standards of professionalism and only provides information within authority to provide in area of expertise.

**Functional Capability:** Possesses the specific knowledges and technical abilities to succeed in the specified position.

Possesses knowledge of relevant state and federal welfare laws, regulations, programs, and agency policies. Possesses knowledge of plans and programs that are administered by the agency and related agencies. Assists agency personnel and public with answers to complex questions within area of expertise. Possesses the ability to think analytically and exercise an analytical thinking process. Explains and interprets policies and programs, rights, and responsibilities to clients. Applies their knowledge to successfully perform the duties of the job. Has computer literacy for the appropriate computer system to perform duties of the job.

**Professional Maturity:** Possesses capacities and aptitudes acquired by means of personal or professional experience, which enable functions to be fulfilled, and to deal with situations in the workplace in a professional manner.

Is able to assess the situation and appropriately respond. Exhibits the attributes of confidence, assertion, tolerance, patience, and empathy at the appropriate time in stressful or high-pressure situations. Manages conflicts and defuses situations. Knows when to refer an issue to the appropriate level. Aligns personal behavior with agency standards. Continuously assesses work unit for areas of improvements and suggests changes for continuous improvement. Responds appropriately to supervision and administrative decisions. Is able to work under and with authority and accepts decisions. Takes initiative to accomplish stated and unstated goals. Maintains appropriate standards of professionalism and only provides information within authority to provide in area of expertise.

### **ESSENTIAL FUNCTIONS:**

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:**

1. Interviews applicants to determine initial and on-going eligibility for programs.
2. Completes various paperwork and enters data into computer.
3. Maintains caseload and agency manuals utilizing case action controls including computer printouts, office schedules, work plans, ticklers, alerts, expedited lists, etc.

### **EXAMPLES OF WORK:**

**Examples of work performed in this classification include, but are not limited to, the following:**

Conducts interviews with applicants and recipients for all economic assistance programs; completes all necessary forms and sets up case records.

Explains and interprets policies and programs, rights, and responsibilities to clients, making appropriate referrals to social services or other agencies as needed.

Verifies and evaluates data; determines eligibility in a timely manner, using applicable agency policies and procedures; sends appropriate notifications.

Enters and retrieves pertinent data in the computer system for use in the completion of applications, recertification, and all required special reviews.

Maintains an on-going caseload, scheduling appointments and organizing a monthly workplan; answers telephone and walk-in inquiries from clients and other agencies; sorts, files, and responds to correspondence.

Processes over-issuance and improper payment claims, including initiation of follow-up repayment plans and preparation for fair hearings.

Maintains policy manuals and keeps current on numerous and frequent changes in complex federal, state, and agency policies.

Performs related or similar duties as required or assigned.

**INTERVIEW REQUIREMENTS:**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.