



Human Services Eligibility Specialist

Category: Classified
Pay Grade: C17
Job Code: 18144

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs paraprofessional work occurring in various areas of the department; may be responsible for pre-screening applicants for assistance, answering information calls, and determining eligibility for the department's programs within the written rules and regulations of the department; may handle somewhat difficult public contact with clients, community agencies, hospitals, doctor's offices, and other human services providers.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Schedules and interviews applicants and responds to questions regarding availability of and eligibility for benefits;
- Responds to questions from claimants regarding eligibility status;
- Pre-screens applicants for assistance, advises applicants of needed documentation, provides information and referral services, and answers information calls from the public;
- Processes and counsels applicants for determination of medical eligibility and refers ineligible applicants to alternate community resources for assistance;
- Answers information calls from the public and advises and refers callers in regard to a wide array of community assistance programs;
- Keeps records of cases and prepares any required reports; and
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Two (2) years of experience working with health and human services clients and community agencies; or an Associate's degree with coursework in social work, psychology, sociology, or a related field; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate to demonstrate more advanced proficiency, competency, and satisfactory completion of regularly assigned work in an independent manner. Appointing Authority retains discretion to employ an incumbent at this level or advance the incumbent non-competitively or competitively after a candidate meets the minimum qualifications to an in-line career ladder position (such as Human Services Case Manager 1) within the same organization or department.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of social work policies and procedures, practices, and methods;
- Knowledge of services offered by the County and other local community services agencies;
- Knowledge of business English, math, and office procedures;
- Skill in eliciting important information from applicants;
- Ability to apply computer applications and software;
- Ability to deal with occasionally difficult clients;
- Ability to work with medical staff, community agencies, and the general public;
- Ability to communicate effectively with co-workers, applicants for assistance, and the public.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers.

WORKING CONDITIONS

Work is performed in a safe and secure work environment that may periodically have unpredicted requirements or demands.