

## **ELIGIBILITY WORKER**

### **Definition:**

Under close supervision accurately applies regulations governing public assistance programs. Learns and applies techniques and methods of interactive interviewing and fact gathering to obtain, verify and evaluate information from applicants and recipients regarding initial and continuing eligibility for public assistance programs. Learns and applies the procedures used to initiate and process casework required for public assistance.

This classification is used only for extra-help or temporary hiring. Due to the temporary nature of employment, it is expected that opportunities for extensive training will not be available. Duties will include determination of initial and/or ongoing eligibility of public assistance programs and resolution of problems.

Limited training/instruction will consist of information about regulations governing public assistance programs, and procedures required to initiate and continue public assistance.

### **Essential Functions:**

- Distributes, collects and assists applicants and recipients in completing documents upon which eligibility determinations are based.
- Verifies accuracy, completeness, timely submission and consistency of eligibility documents.
- Interviews applicants and recipients to obtain and verify information needed to determine initial and/or ongoing eligibility for public assistance; obtains information in difficult and emotional situations on such matters as applicant income, assets and financial obligations, parental status and living arrangements.
- Advises applicants and recipients of their basic rights and responsibilities associated with public assistance.
- Explains program benefits, requirements and procedures to public assistance applicants and recipients, and answers routine questions.
- Determines program eligibility in accordance with a variety of regulations.
- Prepares documents necessary to initiate, continue and modify public assistance.
- Contacts applicants and recipients regarding discrepancies; refers questionable cases to Special Investigations Unit, as appropriate, for follow-up.
- Provides information and makes routine referrals to resources available through the county and within the community; refers applicants and recipients for mandated social services.
- Enters and retrieves numerical and narrative data from an automated system; reads and interprets computer printouts and information on computer screens.
- Establishes and maintains case files.

- Plans, organizes and prioritizes workload to ensure that necessary tasks are completed in accordance with regulations relating to eligibility and timeliness.
- Attends meetings and participates in training sessions or staff development activities, located on or off-site.
- Maintains client confidentiality at all times.
- Conducts assessments of family strengths, needs, and barriers.
- Builds rapport with client(s) and involves client(s) in the decision making process.
- Recognizes basic indicators of child/adult abuse, substance abuse, domestic violence and other barriers, and makes appropriate referrals.
- May conduct home calls for the purpose of obtaining and verifying information.
- May process cases manually as required, including benefit computations and under/over payment adjustments.
- Performs other job-related duties as assigned.

**Employment Standards:**

High School Diploma, G.E.D. or equivalent, AND completion of 60 semester or 90 quarter units from an accredited college or university, or any equivalent combination of education and/or experience that provides the knowledge and abilities indicated below.

Possession of a valid Class C California driver's license is required upon appointment. Incumbents must have the ability to travel to designated locations.

**Knowledge of:** Principles of customer service and human behavior; business practices; appropriate business attire; telephone etiquette; organizational practices and procedures; basic mathematics; basic computer operations; techniques of interviewing to obtain information; basic grammar; basic public contact skills.

**Ability to:** Read, understand, apply, and explain complex regulations and procedures; conduct interviews effectively to obtain personal information from applicants and recipients to establish program eligibility; communicate effectively, both verbally and in writing, with persons from a variety of social, cultural, and economic backgrounds; prioritize multiple tasks, organize and perform work amid interruptions in an effective manner; maintain cooperative relationships with applicants and recipients in tense and emotional situations; establish and maintain effective working relationships with co-workers and collaborative agencies; demonstrate accurate and logical judgment skills; be flexible and adapt to change; record appropriate information and complete complex forms accurately; learn to access, input, and retrieve information using a computer terminal; maintain a non-judgmental attitude; determine appropriate courses of action in emergency or stressful situations; make referrals to other appropriate agencies and social service programs; detect and evaluate possible fraudulent situations; make arithmetic computations.

A background check may be conducted for this classification.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec.3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services). As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable, following a significant emergency or disaster.

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JS3700

(Note: Changing the Item number from #3700 to #8038 is due to this job specification being an Extra Help position only. All Extra Help positions are in the 8000 series.)