

Job Description

Detailed information on the job that you specified is provided below. If the 'Interest' link is active, you may submit an interest card for this position if desired.

Job Class Title Screener

Under limited supervision, the Screener assists applicants for public assistance programs; explains policies and procedures; gathers and verifies facts and information; initiates cases through an automated system; makes appropriate referrals for health, social and/or employment services; and performs related work as required.

The Screener is a specialized clerical classification. Incumbents in this class have primary responsibility for performing the application screening interview and related functions.

General Description

The Screener differs from the Office Assistant III, in that the latter may perform application screening interviews as a duty, while having primary responsibility for other advanced clerical functions. The Screener differs from the Eligibility Worker in that the Eligibility Worker classification determines initial and continuing eligibility, authorizes aid payments, initiates case changes, performs in-depth interactive interviewing, and applies extensive multiple aid program knowledge.

SUPERVISION EXERCISED AND RECEIVED

Incumbents in the Screener classification receive supervision from an Eligibility Supervisor or other higher-level supervisor or manager. A Screener has no responsibility for directing or supervising others, and is responsible for own work only.

Minimum Qualifications

Two (2) years of full-time experience performing clerical office support duties, including one (1) year at the journey level. Experience must have included substantial public contact.

Desired Qualifications

Typical Duties:

Duties may include, but are not limited to, the following:

Provides general information, application forms, and declaration forms.

Explains policies, procedures, and requirements to applicants to apprise them of their rights and responsibilities.

Performs initial application interview for public assistance programs and services.

Ensures accuracy and completion of application and declaration forms.

Work Performed

Questions applicants to gather and verify information and enter information directly into an automated computer system.

Schedules applicant appointments with Eligibility Workers.

Refers applicants in need of immediate services to appropriate resources.

Performs additional tasks related to case records.

Performs related duties as assigned.

Employment Standards

Knowledge of:

Modern office practices, methods, and procedures.

General goals and purpose of public social services programs.

Computer terminology and computer keyboard arrangement.

Ability to:

Learn the basic principles of the department's automated systems.

Learn and apply the rules, regulations, policies, and procedures pertaining to initial application for public assistance.

Learn appropriate questioning content and techniques for interviewing applicants.

Enter data accurately into automated system.

Locate, identify, and correct inaccurate or incomplete information.

Answer a variety of questions related to department programs and the application process.

Make referrals to appropriate agencies and social service programs.

Exercise sound judgment when initiating processes, actions, and alternatives within established procedures and regulations.

Communicate effectively verbally and in writing with individuals from diverse socio-economic and cultural backgrounds.

Establish and maintain cooperative working relationships with the public and staff.

Follow written and oral directions and instructions.

Some positions in this classification may require possession of a valid California driver's License.

Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

**Other
Information**