



ELIGIBILITY SUPERVISOR

DEFINITION

Under general direction, plans, organizes, and supervises work of a unit of employees engaged in the performance of public assistance eligibility determination; identifies staff training needs; conducts performance evaluations and recommends disciplinary measures; analyzes cases to ensure accuracy of decisions and timeliness of processing and assists with difficult program cases and make final processing decisions in relation to such cases; assists in program development and management; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises supervision over subordinate professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is the full supervisory-level classification in the Eligibility Specialist class series responsible for providing supervisory, administrative, and technical support to an eligibility work unit engaged in determining initial and continuing eligibility for multiple public assistance programs; performing the most difficult and complex work of the section or unit; and performs other specialized assignments. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

This class is distinguished from the Eligibility Specialist III in that the former operates in full supervisory capacity and the latter is responsible for performing lead worker duties and/or managing specialized tasks or caseloads.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Plans, organizes, assigns, supervises, and reviews the work of Eligibility Specialist staff responsible for assuring continuing public assistance eligibility determination.
- Assists in the development and implementation of procedures for public assistance eligibility programs.
- Supervises the work of staff; selects, trains, motivates, and directs personnel; evaluates and reviews work for acceptability and conformance with department standards; prepares and delivers performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns; works with department management and staff to build and maintain a high performing team environment.
- Meets with employees on a group and individual basis to discuss or interpret departmental rules, regulations, and policies, and to confer with staff on the difficult eligibility issues.
- Holds individual and group conferences to discuss or interpret rules, regulations, and policies.
- Confers with workers regarding discrepancies in the system.
- Reviews and interprets information provided on a variety of forms both by the client and third parties to assist with eligibility determination.
- Evaluates clients for and answers questions on Advanced Payment Tax Credits (APTC) related to health care reform.

- Explains a variety of plan options, costs, and individual plan features through Covered California.
- Troubleshoots task and/or case issues to determine appropriate resolution of problems, involving Help Desk as needed, or may perform Help Desk functions.
- Communicates both orally and in writing with clients and others related to the initial and ongoing eligibility determination while maintaining confidentiality.
- Responds to questions and complaints of clients in person, by telephone, mail, and/or email communication.
- Identifies suspected fraud and makes referrals for investigation.
- Represents the department at meetings, attends conferences, and participates in studies, system testing and design, and research projects as assigned.
- Interviews complainants and addresses performance and personnel problems.
- Participates in special projects, studies, work assignments, and committees.
- Receives and prepares correspondence and required reports relating to unit activity and other matters.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Applicable laws, rules, regulations, policies, and procedures governing eligibility for diverse public assistance programs and related case administrative techniques.
- Advanced procedures for eligibility determinations and continuing eligibility.
- Methods and techniques of conducting an investigative interview and information gathering.
- Advanced resources available to obtain and verify information concerning eligibility.
- Intricacies of health insurance plans and medical health plan options and associated terminology.
- Regulations and rules regarding household filing status related to the Affordable Care Act.
- Recordkeeping practices and procedures.
- Principles of mathematical calculations.
- Cultural and human behavior, including knowledge of self, to interact effectively with clients and staff.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.

- Exercise sound judgment when organizing, directing, and prioritizing unit activities.
- Evaluate and make appropriate recommendations and corrections on selected cases.
- Gather, record, and correctly evaluate IRS tax filing data, income and additional necessary information required for the determination of eligibility for one or more programs.
- Explain health insurance plan options and plan details available to clients through the Affordable Care Act.
- Review a variety of tax documents to obtain needed household filing information.
- Explain health care reform tax credit implications to clients.
- Explain complex rules and programs so they can be understood by people of diverse socioeconomic, cultural, and educational backgrounds.
- Detect and evaluate potential fraudulent situations.
- Apply the laws, rules, regulations, policies, and procedures governing eligibility and grant determination for multiple public assistance programs and the case administration of these programs.
- Identify available resources, and communicate with others to obtain and verify information concerning eligibility.
- Use fact-finding techniques and perform in-depth and interactive interviewing and determine appropriate course of action in emergency situations.
- Analyze and interpret written numerical and verbal data from various sources.
- Plan and organize workload to ensure staff's work is completed in accordance with regulations relating to eligibility and timeliness.
- Read, understand, apply, and explain complicated and detailed correspondence and reports, Perform a variety of mathematical computations accurately and rapidly.
- Prepare clear, concise, and accurate records and reports.
- Assess and manage difficult and hostile persons or situations, or call for intervention when appropriate.
- Work in a fast-paced, professional office environment and prioritize a wide range of duties with varying time requirements to ensure timely completion.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

One (1) year of full-time experience performing duties equivalent to the County's classes of Eligibility Specialist III or Employment and Training Worker III;

OR

Four (4) years of full-time experience determining eligibility for public assistance programs or providing employment services in a public human services agency.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various County and meeting sites; vision to read printed material and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

As required by Internal Revenue Service Publication 1075, individuals in positions that have access to Federal Tax Information (FTI), will be subject to a background investigation and a criminal history check. In addition, individuals hired into positions that have access to FTI will be re-investigated at the frequency prescribed in Publication 1075.