

## ELIGIBILITY WORKER

DISTINGUISHING FEATURES OF THE CLASS: The work involves determining the eligibility of applicants for programs administered within the Social Services Department. The work involves personal interviews, telephone interviews, review and evaluation of applications, and is performed in accordance with Federal and State laws, regulations, policy, and local procedures. The work is performed under the supervision of a senior level staff member. An Eligibility Worker does related work as required.

### TYPICAL WORK ACTIVITIES:

- Provides information to customers/clients concerning program eligibility requirements and similar services in the community;
- Conducts information-gathering interviews with clients;
- Assists clients in completing applications for assistance;
- Reviews applications and related documents for completeness, accuracy, and consistency;
- Verifies and documents information on applications and related eligibility items;
- Determines client eligibility for various programs and the level of service that clients may receive through a comparison of data on the application and the standards for eligibility for different programs;
- Initiates forms reflecting client's status and eligibility;
- Assists clients in emergency situations including obtaining emergency services where appropriate;
- Operates electronic data processing equipment to establish and adjust records, reviews data, and registers information;
- Prepares computer-based records and reports.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Working knowledge of interviewing techniques and methods; working knowledge of current agency programs; ability to read and understand written and quantitative information; ability to perform computations with accuracy; ability to listen and make clear and accurate explanations of requirements in terms understood by clients; ability to elicit responses from applicants and recognize conflicting facts and missing information; ability to work with others in a team environment; ability to maintain confidentiality with client information; good judgement; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

- A) One (1) year of work experience involving the examination, investigation, or evaluation of claims for assistance, veteran's or unemployment benefits, insurance, or a similar program or service operating under established criteria for eligibility;

OR

B) One (1) year of work experience involving substantial communication with adults involving persuasion, negotiation, explaining, or counseling. This experience must have involved the exercise of judgement in dealing with or responding to another person. Typical jobs involving this experience may include customer service representatives, people providing personal services, people providing social services, interviewers, counselors, and similar jobs involving periodic confrontation with a client, customer, member of the public, etc.;

OR

C) An equivalent combination of experience as limited by A) and B) above.

NOTE: Study in a college or university may be substituted for the experience on a year for year basis.

Study must have been at a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your study was at an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the New York State Civil Service website. You must pay the required evaluation fee.

## CATTARAUGUS COUNTY CIVIL SERVICE

Adopted: 11/19/97

Revised: 2/21/08

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