



## LAKE OF THE WOODS COUNTY POSITION DESCRIPTION

**DATE:** May 2024

**JOB TITLE:** Eligibility Worker

**DEPARTMENT:** Social Services

**JOB GRADE:** 11

**FLSA:** Non-Exempt Non- Union/Merit

**REPORTS TO:** Financial Assistance Supervisor

**SUPERVISES:** N/A

### **GENERAL DUTIES:**

Under general supervision, performs a variety of tasks related to the determination of eligibility of clients for income maintenance programs and services; establish initial and on-going eligibility for multiple income maintenance programs; communicates program requirements and assists program participants in understanding how to maintain eligibility; supports program participants in achieving the highest degree of independence and in addressing barriers to self-sufficiency; provides education, enrollment and assistance to managed health care enrollees; makes appropriate referrals to other community resources; and performs related work as assigned.

### **MINIMUM QUALIFICATIONS:**

- Three years of clerical experience or experience working with the public, or some combination of the two, totaling three years. OR
- Two years of clerical experience in a social services/human services agency. OR
- Two years of study at an accredited community college or university or similar institution, with emphasis in the behavioral sciences, business, or closely related subjects (at least 23 quarter credits or 16 semester credits). OR
- Successful completion of the technical college Human Services Eligibility Worker diploma program (applicants must be within six months of completion of the program). OR
- Successful completion of the technical college Human Services Eligibility Worker certificate program will substitute for one year of the required clerical experience or experience working with the public.
- Must be familiar with work in a rural setting.
- Valid Minnesota Driver License or show ability to travel
- The successful applicant must undergo a background investigation with favorable adjudication.

### **ESSENTIAL FUNCTIONS and/or GENERAL DUTIES:**

- Interviews clients to obtain necessary factual information and verify information received from clients
- Determines eligibility and the amount of benefits for a variety of income maintenance programs including cash, food, and medical assistance.
- Explains application procedures to applicants and answers questions on how to complete forms
- Communicates program time limits, expectations and other requirements to applicants and serves as central point of communication for financial and employment services.
- Advises clients on viable life options and promotes self sufficiency
- Informs applicants about managed health care, determines eligibility for enrollment in that program, determines the most cost effective insurance, and resolves problems and questions from health plans, providers, enrollees and other staff
- Performs data entry into multiple county and state computer systems and retrieves information from those systems
- Re-determines eligibility and benefit amounts required by changes in a client's status
- Maintains complete and accurate records on client's eligibility for all assigned programs
- Provides requisite information on new and existing cases to child support, employment services and other appropriate staff
- Advises clients of case status, including explaining eligibility requirements and benefit factors, assesses client needs, and refers them to programs and other community resources
- Responds to complaints of clients and informs of the right and method of appeal
- Prepares county case for appeal hearings and provides testimony at appeal hearings
- Assists law enforcement and county attorney's office in preparing fraud cases for prosecution and provides testimony in court
- Makes referrals to social services when appropriate
- Makes contact with community resources as needed
- Composes correspondence and constructs reports as needed

**KNOWLEDGE, SKILLS & ABILITIES REQUIRED:**

- Knowledge of office procedures, practices, equipment, software programs and of multiple computer systems.
- Knowledge of interviewing techniques and skills in conducting interviews.
- Knowledge of the income maintenance program rules, regulations, benefits and methods of determining eligibility.
- Knowledge of other sources of financial support, including Social Security, reemployment insurance, veterans benefits, worker's compensation, and disability insurance/pension programs.
- Knowledge of the basic principles of foster care, child and adult protection criteria, and a general understanding of mental and physical illnesses.
- Knowledge of community resources such as emergency housing, food, social services and diversionary assistance programs.
- Knowledge of real and personal property, estate and ownership laws, and their relationships to public assistance program eligibility.
- Knowledge of human behavior.
- Skill in communicating, in written and verbal form, with a culturally diverse clientele.
- Ability to establish and maintain effective working relationships with clients, public, co-workers and agency administration.
- Ability to handle frequent procedural changes and client personal and financial crises.

- Ability to organize work, set priorities, make decisions and work independently under stress.
- Ability to be objective/non-judgmental.
- Ability to accurately and rapidly process detailed information.
- Ability to establish and maintain accurate and systematic records.
  - Ability to communicate effectively, both orally and in writing.
- Ability to interpret legal documents, complex rules, manual materials and bulletins as they apply to income maintenance programs.

**ADDITIONAL DUTIES AND RESPONSIBILITIES:**

- Other duties as assigned or required.

**WORKING CONDITIONS AND ENVIRONMENT:**

The position has good working conditions in general, but is a diversified job requiring sustained mental effort related to numerous public contacts, deadlines, organizational issues, planning and technical areas.

The individual may encounter moderate emotional strain or tension. There is sustained exposure to sitting, standing, computer keyboards and video screens. The employee must be able to lift a minimum of 40 pounds with items such as a case of computer paper.

Must be available to travel occasionally for conferences or required training meetings.

**SAFETY DUTIES:**

- Cooperates with the County's Safety Program and conducts work habits in a manner that enhances the safety of all employees.
- Responsible for behavior that is consistent with OSHA regulations, County policies, departmental safety rules and office policies. Attends all required safety training sessions.