

**Lane Council of Governments
Job Classification**

Job Title: Eligibility Specialist

FLSA Status: Non-Exempt

Division: Senior & Disabled Services

Range: 10

Reports To: Program Supervisor

Last Reviewed: June 2007

General Statement of Duties

Determines eligibility of senior and disabled persons for financial services programs and completes necessary data entry, forms, and authorizations. Maintains a caseload of clients in these programs, responds to changes in their circumstances, and addresses their needs within program and agency guidelines.

Supervision Received

Work is performed under general supervision and work performance is evaluated through periodic checks and through the adequacy and timeliness of products and services provided and results observed.

Supervision Exercised

None.

Resource Responsibility

Limited to moderate responsibility for monetary or human resources. Includes final decisions or recommendations regarding correct use of resources with only general checks for reasonableness of actions. Decisions made within policy guidelines.

Essential Job Functions

Determines eligibility of senior and disabled persons for a variety of federal and state assistance programs, including food stamps, various medical assistance programs.

Interviews applicants, reviews their applications, and determines financial and other needs, and verifies eligibility factors.

Requests medical and psychological records and authorizes administrative examinations.

Enters client data in computer files and authorizes benefits. Narrates case circumstances and agency actions and decisions.

Maintains a caseload of elderly and disabled financial services clients, periodically redetermining eligibility, providing information about and referrals to other agency and community programs and services, accurately updating computer files when information changes, and increasing, reducing or ending benefits when necessary.

Communicates with S&DS staff, staff of other agencies, medical and service providers, family members and other involved parties to gather information and resolve issues.

Maintains up-to-date knowledge of agency and state rules, regulations, policies and procedures, reviewing manual releases and policy memos as changes and clarifications are made.

Other Job Functions

Makes occasional home or facility visits to determine program eligibility.

Attends S&DS meetings and local and state training sessions.

Prepares records and reports when necessary to meet program requirements.

Performs other duties as assigned, including backup of essential office functions as needed.

Working Conditions

The work is performed primarily indoors, requiring hand/eye coordination in the operation of office equipment. There is occasional travel to other sites for meetings or training, as well as occasional travel to visit clients in homes or facilities, with potential exposure to animals, diseases, unsanitary conditions, and traffic hazards.

Knowledge, Skills, and Abilities

Knowledge of issues, problems, and concerns of elderly and disabled people.

Knowledge of legal requirements, standards, regulations, policies and procedures related to programs for elderly and disabled people.

Knowledge of community resources and services for elderly and disabled people.

Ability to establish and maintain effective working relationships and communicate effectively with other employees, elderly and disabled people, representatives of other agencies and the general public using tact, courtesy and good judgment.

Ability to maintain accurate, up-to-date records and to prepare reports.

Ability to work with accuracy and attention to detail to meet deadlines.

Ability to understand and execute oral and written instructions, policies and procedures.

Ability to interpret regulations and apply them to case situations.

Ability to operate standard office equipment such as telephones, personal computers, calculator and photocopiers.

Ability to physically perform assigned duties.

Education and Experience

High school diploma or G.E.D. and four years experience working in human service programs, preferably with elderly and disabled people, or any combination of education and experience that provides the applicant with the skills, knowledge, and ability required to perform the job.

Licenses, Certificates, and Other Requirements

Valid Oregon State driver's license or the ability to obtain reliable transportation to a variety of sites in Lane County.