



POSITION DESCRIPTION

Senior and Disability Services Eligibility Specialist

| Eligibility Specialist |
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| EMPLOYEE NAME: |
| Position Title: Eligibility Specialist |
| Division/Unit: Senior and Disability Services / Eligibility |
| Classification/Salary Range: Eligibility Specialist / SEIU Range 13.00 |
| Supervisor: Unit Manager |
| FLSA Status: Non-Exempt, Overtime eligible |
| Representation: SEIU |
| Position Location: Schaefers Building, 1015 Willamette, Eugene, OR, or S&DS Cottage Grove or Florence satellite offices, or other locations as needed |
| Position Purpose |
| <p>The Eligibility Specialist is part of a fast-paced, deadline-driven team where accuracy, efficiency, and excellent customer service are essential. This position is characterized by frequent customer contact in the office or on the telephone, applying rules and policies, processing a high volume of detailed desk work, and using multiple computer databases to determine eligibility for multiple programs and program recipients.</p> <p>Eligibility Workers determine financial eligibility for all Adult and People with Disability (APD) and Self Sufficiency Program (SSP) programs, which include but is not limited to, Medicaid, Supplemental Nutritional Assistance Program (SNAP), Employment Related Day Care (ERDC) and Temporary Assistance for Needy Families (TANF). This position processes applications that are new and re-certifying by reviewing the applicant's financial and non-financial situations. Determining eligibility correctly and in a timely manner by following complex rules and policies which includes gathering appropriate documentation for the electronic case file. Along with referring applicants with additional needs to appropriate resources.</p> |

Note: Essential competencies of this job are described under the headings below. They may be subject to change at any time. The omission of specific statements of duties does not exclude them from the position, if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee.

Position Essential Functions

Determines initial and ongoing eligibility for multiple programs. This includes conducting intakes for new applicants and re-determining eligibility for benefits. Enters initial and updated information into a variety of computer databases. Takes action on reported changes to include redetermining eligibility, verifying information or requesting more information. Troubleshoots system errors and coordinates with Leads and Policy Analyst to resolve discrepancies.

Interviews applicants or their representatives via phone or in person to gather necessary information, reviews their applications, determines customer needs, and verifies eligibility factors for all programs.

Works in collaboration with case managers to coordinate services. Contacts community resources such as but not limited to physicians, mental health providers, and alcohol and drug or employment counselors to exchange information or arrange/coordinate services or obtain required verifications.

Explains benefits, rules, regulations, procedures and/or responsibilities to applicants. Staff case situations with agency leads and policy analysts.

Makes decisions to approve, deny, or change benefits. Documents case circumstances and agency actions and decisions. Handles customer phone calls and office visits and processes incoming mail as appropriate. Maintains proper consumer files. Narrate in appropriate systems new information and actions taken.

Provides information to customers about and referrals to other agencies or community programs and services.

Communicates in writing and verbally with staff from SDS and other agencies; medical and service providers; applicant/recipient 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.

Processes reports as necessary.

Prepares for, responds to, and provides witness testimony for hearings as necessary per policy.

Coordinates Medicaid eligibility and provider payments for services paid for under the Developmental Disabilities waiver. Works with Lane County DD case manager and Lane County Behavioral Health to coordinate Medicaid eligibility and other services for eligible customers.

Other Duties of Position

Develops and maintains a high level of knowledge of agency and community resources combined with an understanding of the range of issues that bring people to SDS offices.

Participates in meetings, committees, and staff training opportunities.

Provides mentoring and training for co-workers and volunteers.

Prepares records and reports when necessary to meet program requirements.

Backup of essential office functions as needed.

Provides back-up support to other positions in the office in case of absence or work overload.

Commitment to working effectively and collaboratively with clients and colleagues from diverse backgrounds, in support of an inclusive and respectful environment.

Observe all policies and procedures related to the code of ethics. Always maintain confidentiality and information security.

Works to participate in the learning environment within the division.

Regular and on-time attendance.

Other duties as assigned.

Minimum Qualifications

Education and Experience: High school diploma or G.E.D. and four years' experience working in human service programs, preferably with seniors and people with disabilities, or any combination of education and experience that provides the occupant with the skills, knowledge, and ability required to perform the job.

Valid Oregon State driver's license, or the ability to obtain reliable transportation to various sites within the State of Oregon, required.

Passing a background check is required for this position.

Knowledge, Skills & Abilities

Ability to work objectively and in a supportive way with individuals under emotional and financial stress, and from a wide variety of cultures.

Ability to accurately complete highly technical, detailed work in a fast-paced environment.

Ability to make decisions and elicit pertinent information in interviewing situation while allowing dignity and respect.

Ability to interpret Federal and State rules, regulations, policies, and procedures for government assistance programs.

Excellent written and oral communication skills.

Ability to think creatively and respond to a changing environment.

Organized and able to manage time wisely.

Cooperative and collaborative attitude.

Ability to establish and maintain effective working relationships.

Ability to work independently and as a member of a team.

Demonstrates sensitivity to the issues associated with low income, disability, diversity, and aging.

Be adept at changing communication style as needed throughout the workday as it relates to working with individuals with emergent and emerging needs.

Ability to communicate effectively with participants, volunteers and community members to promote their participation or resolve their concerns with professionalism and respect.

Ability to organize, plan, and coordinate multiple tasks with attention to detail; handle multiple interruptions, maintain focus on tasks and produce accurate work.

Signatures

Employee signature and
date _____

Manager signature and
date _____

Human Resources signature and
date _____