



POSITION DESCRIPTION

1809

Position Title:	Eligibility Specialist	Department:	Community Services
Pay Level:	9	FLSA:	Non-Exempt
Date:	November 2021	Reports To:	Income Maintenance Supervisor

PURPOSE OF JOB:

The Eligibility Specialist determines the eligibility of clients for various income maintenance programs according to federal, state, and county standards communicates program requirements and assists participants in understanding how to maintain eligibility; maintains complete and accurate records on individual's eligibility and performs other related work as assigned.

SCOPE OF JOB:

The Eligibility Specialist applies program eligibility criteria to individual client situations and facilitates applicant eligibility for available state and federal program assistance with the Nobles County Community Services Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Work is performed in accordance with applicable federal, state, and local laws and the accepted standards and practices of public administration and current service delivery standards providing public health and human services.

The Eligibility Specialist carries out specific duties associated with the position.

- Provides ongoing case management and eligibility redetermination; assists clients/representatives with completion of forms during interview; verifies all required information; completes all required paperwork regarding the client's continued eligibility/ineligibility for programs; updates information into computer system; makes a new determination of eligibility; coordinates and approves medical transportation, lodging and meals; issues initial grants, and SNAP within required time frames; determines expedited/emergency assistance regarding evictions, utility shut-offs notices, and homeless matters.
- Communicate with client/representative the approved and/or denied benefits. Explain the policies and rules of the determination, beneficial or adverse changes, deescalate stressful situations, and provide helpful solutions and/or community resources to the client in their time of need.
- Utilizes all components in computerized system as needed for each program, clears up statistical edits, approves results, , and keeps current on computer changes and updates; abides by and implements all security, rules and expectations for each of the computer systems, maintains training and determines the appropriate use of each system.
- Selects and mails routine form letters and documents to appropriate parties; responds to routine requests for information; schedules appointments; arranges interpreters for applicable appointments.
- Receives and reviews and/or prepares various reports, documents, and forms, including, but not limited to: various legal documents, business ledgers, medical bills, doctor statements, pay stubs, insurance policies, deeds, bank statements, assessment forms, cost of living reports, income verification reports, discrepancy reports, tax documents; multiple types of referrals, accident reports, medical releases, and various appeal forms; files information in case files; copies or scans documents as appropriate.
- Develops and maintains a network of relationships with providers, county attorney's office, representative payee companies and staff, authorized representatives, Employment Services, Social Security Office, SMOC, United Community Action, Community Connectors and a host of other community partners to ensure the client is referred and receiving all the resources and benefits available.

- Works daily with Interpreters when assisting Non-English speaking clients
- On a weekly basis, evaluation and research of various immigration documentation to determine eligibility for each public assistance program.
- Takes applications and determines eligibility for county burials.
- Refers estate claims to collections.
- Works with providers on billing issues for medical assistance recipients.
- Initiates Fraud Prevention Investigations – reviews polices to make a determination when to refer. Provides details to the Investigators to allow them to complete the process and show any proof of intent to defraud. Assist in making a determination to administratively disqualify or pursue criminal charges.
- Prepares case and attends appeal hearings; testifies under oath for Appeal Hearings, provides documentation to support Agency's decision; testifies in County and District Court.
- Determines overpayments; provides documentation on overpayments, sends required notices to parties involved and initiates claims to the Collection Officer;
- Attends all unit meetings/staff meetings, keeps current on all changes; keeps current on combined manual, bulletins, and SIR announcements;
- Attends training and conferences; makes referrals to social services or other community resources, when appropriate.

Performs work based on expected standards.

- Exercises teamwork with other county employees and management in carrying out the shared mission of serving the public.
- Follows workplace safety rules and notifies management of observed risks in a timely manner.
- Maintains the confidentiality of data that is protected by law.

ADDITIONAL DUTIES AND RESPONSIBILITIES:

Performs other related duties as required.

MINIMUM QUALIFICATIONS:

The job requires a High school diploma with a minimum of three years of clerical, business or bookkeeping experience, or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this position. Previous experience in social services/human services is preferred. Demonstrated proficiency utilizing multiple computer systems is required. The job requires a driver's license to attend trainings, local and regional meetings.

KNOWLEDGE SKILLS AND ABILITIES REQUIRED:

- Knowledge and experience using Microsoft Office Suite and other county software,
- Knowledge of multiple complex computer systems.
- Knowledge of community resources such as emergency housing, food, social services, and diversionary assistance programs.
- Knowledge of interviewing techniques and skills in conducting interviews.
- Skill to interpret and utilize mathematical formulas, add and subtract, multiply and divide totals, determine percentages, and interpret graphs as may be appropriate.
- Ability to handle frequent procedural changes and client personal and financial crisis.
- Ability to resolve problems, make decisions and take independent and collaborative action.
- Ability to efficiently utilize time and resources available to complete tasks and meet tight deadlines.
- Ability to multitask between diverse duties.
- Aptitude to read a variety of professional, technical and administrative documentation, directions, regulations, instructions, methods and procedures.
- Skill to produce reports with proper format, punctuation, spelling and grammar, using all parts of speech.
- Ability to utilize interpreters while working with clients whose primary language is not English.
- Ability to recognize various forms of immigration documentation to obtain the correct information needed for processing clients from numerous countries.
- Excellent interpersonal communication skills with ability to communicate effectively both orally and in writing in difficult situations with providers, customers, elected/public officials, and advisory groups.

- Ability to demonstrate tact, courtesy, negotiation and a positive approach in communication with other departments, associations, public officials, agencies, and the public.
- Ability to communicate with people to convey or exchange professional information, identify issues, negotiate and settle differences.
- Ability to handle unpredictable situations in public dealings in a manner which represents Nobles County and the Community Services department in a positive fashion.

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS:

Physical demand requirements are at levels of those for sedentary or office environment work. The Eligibility Specialist must be physically able to operate a variety of automated office machines and equipment including, but not limited to, phone, computer, printer/copier/scanner, calculator, audio/visual equipment, facsimile machine, and paper shredder. The Eligibility Specialist must be able to move or carry job-related objects or materials and be physically capable of reaching to obtain various books, printouts, file boxes, computer paper, etc. There is intermittent exposure to driving in inclement weather.

Signature

Supervisor's Signature

Date

Date

Nobles County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with the employer.



**FULL-TIME EMPLOYEE
ELIGIBILITY SPECIALIST-COMMUNITY SERVICES AGENCY**

EVALUATION

1. Performance evaluation at 30 days.
2. Performance evaluation by the end of the probationary period.
3. Performance annually and pay evaluation prior to each step increase.

PAY STEPS (Level 9 Pay Range)

Beginning pay	\$23.45/Hour
After 12 more months	\$24.22/Hour
After 12 more months	\$24.97/Hour
After 12 more months	\$25.73/Hour
After 12 more months	\$26.50/Hour
After 12 more months	\$27.25/Hour
After 12 more months	\$28.02/Hour
After 12 more months	\$28.78/Hour
After 12 more months	\$29.55/Hour

All pay steps are subject to acceptable performance evaluations, review and certification by the County Administrator. All employees are paid every other Friday.

PROBATION

The probationary period on employment is 12 calendar months for full-time employees. A probationary period is established as a qualifying period during which the Agency and the employee evaluate each other to determine if they each have a continuing interest in employment. Note: The length of probation may be extended by mutual consent when there are unresolved performance issues.

ANNUAL LEAVE (A/L)

It is the policy of Nobles County to provide employees necessary paid time away from work. Maximum accrual at the end of a calendar year is 480 hours for a full-time employee. Annual Leave is accrued on a prorated basis (hours worked).

Years of Service	Non-Exempt	
	Annual Accrual	Bi-Weekly Accrual
0 - 2 years	160 hrs	7.693%
3 - 5 years	168 hrs	8.077%
6 - 10 years	192 hrs	9.234%
11 - 15 years	224 hrs	10.770%
16 - 20 years	256 hrs	12.309%
21 or more years	288 hrs	13.847%

HOLIDAYS**There are 11 paid holidays per year:**

New Year's Day	Martin Luther King Day	President's Day
Memorial Day	Juneteenth	Independence Day
Labor Day	Veteran's Day	Thanksgiving Day
Day after Thanksgiving	Christmas Day	

PENSION

Public Employee's Retirement Association:

6.50% of the employee's gross income; 7.50% County Contribution

Social Security:

7.65% of the employee's gross income; 7.65% County match

UNION

This is a bargaining unit position. After one month of employment, you must decide whether or not to join the union, and if so you will pay union dues.

2023 INSURANCE Core Benefits include:

- < **Health insurance** is offered through Public Employees Insurance Program referred to as PEIP. Employees can choose from three networks and three benefit plans.
- < **Dental Insurance** pays 100% of Diagnostic and Preventive costs and 80% of Basic Services with a \$50 deductible with a maximum annual benefit of \$1,000.
- < **Life insurance** is \$25,000, doubled for accidental death or dismemberment (available for the employee only). Additional life insurance is available.

Employees can waive the core benefits but the county contribution is then forfeited. Individual selection is permitted at employee expense.

2023 employee coverage cost: 24 pay periods

(Rates include single dental and life insurance)

HEALTH INSURANCE	Individual	Single + Spouse <i>(Rates include individual)</i>	Single + Children <i>(Rates include individual)</i>	Family <i>(Rates include individual)</i>
Advantage Plan – VEBA	\$156.07	\$630.57	\$540.07	\$679.71
Value Plan – VEBA	\$96.78	\$488.25	\$415.58	\$521.18
HSA Compatible Plan – VEBA or HSA	\$0.00	\$207.48	\$169.94	\$208.43

- Notes:**
1. The above table reflects the employee cost based on **24 pay periods** after the county contribution has been applied.
 2. The county contribution includes a monthly contribution to the VEBA or HSA account of \$200.00 for Single coverage or Single+Spouse or \$315.50 for Family or Single+Children coverage.
 3. Part-time benefits are pro-rated
 4. Employees may waive Health, Dental & Life Insurance
 5. If the core benefits are waived the county contribution is forfeited.
 6. Family Dental is available for \$47.29/24 pay periods.
 7. New employees are eligible for insurance on the 1st of the month following the month of employment.

OTHER BENEFITS:

- Voluntary Vision, Term Life, Long Term Disability, Short Term Disability, Accident, Critical Illness and Hospitalization group insurance plans
- Deferred compensation
- Section 125 – Flexible Spending Accounts

- (1) All benefits pay and other information presented is accurate on the day it was presented and does not constitute a promise of future benefits, establish a contract or create a commitment to do any particular thing.
- (2) Nobles County reserves the right to change policies, practices, or conditions expressed in this document without notice as the County deems appropriate. Nobles County management may vary from all written and unwritten policies and practices if, in its opinion, the circumstances require.