

EPOSITION # 63001, 630013, 630014, 630016, 630017 630018, 630019, 630020, 630021, 630022, 630023, 630024, 630027, 630028, 630029, 630030, 630031, 630066, 630115	POSITION NAME: ELIGIBILITY SPECIALIST	DEPARTMENT: HUMAN SERVICES
Hiring Salary Range: \$35364-53046		Pay Grade: 65, Non-exempt
Work Schedule/Requirements: Generally Monday-Friday 8am – 5pm		
<p><u>Primary job function and duties:</u> This position is responsible for taking applications and determining eligibility for public assistance programs including, but not limited to, Food and Nutrition Services, (including Family and Children’s, Adult and Long Term Care and Special Assistance), Work First, Energy programs, Subsidized Childcare and/or Non-Emergency Medicaid Transportation. This position requires the ability to interpret state/federal policies and the capacity to communicate those to clients and their representatives along with inputting this information into the state NC Fast computer system. This position is responsible for all case management activities for a blended case load of public assistance programs including completing and/or verifying applications, re-certifications and change requests in a timely manner, interviewing clients to obtain necessary information and completing documentation of casework activities. Attend in-services and other training sessions and conferences and may represent the Agency on Committees or Taskforce groups. Assist with second party case reviews. Assist with peer training. Make Service referrals within the department and to other agencies as needed and resolves a variety of customer’s concerns. Perform other duties as assigned.</p> <p><u>Supervised by:</u> Eligibility Supervisor</p> <p><u>Minimum Qualifications:</u></p> <ul style="list-style-type: none"> - <i>Education and Experience</i> – High school diploma and one year of experience in Income Maintenance Programs or two years of experience working in other Department of Social Services programs. - <i>Physical Demands</i> – able to sit for extended periods of time, viewing a computer monitor/using a keyboard and mouse, walking, standing, bending, stooping and occasionally lifting up to 25 pounds. - <i>Knowledge, Skills and Abilities</i> – Considerable knowledge of the program/areas of assignment. General knowledge of all agency and community programs and services which could affect the client/applicant. Good mathematical reasoning and computational skills. Ability to read, analyze and interpret rules, regulations and procedures. Ability to communicate with clients/applicants, the public at large and public officials to obtain data and to explain/interpret rules, regulations and procedures. Ability to perform caseworker functions within structured time frames and maintain confidentiality of client information. Ability to operate Microsoft Office software package, as well as the ability to operate copier and fax machine. - Valid Driver’s License could be required based on specific programmatic functions being performed. Ex: Crisis Program/Workfirst Program Staff would be required to have a valid driver’s license in order to transport clients to shelters, etc. 		

Special Notes Concerning This Position:

- For any employee who has not satisfactorily completed the NCFast Core and Job Specific Certifications, the certifications must be completed within 30 days of hire. NCFast Core Certification requires a score of 70 or higher on the exam and Job Specific Competencies require a score of 75 or higher. Certification must be maintained based on State requirements.
- The duties of this position includes assistance with sheltering operations and working medical countermeasure events during natural disasters and public health emergencies.
- A background check, drug screen and motor vehicle report will be required prior to hire.
- ICS Trainings (100, 200, 700 and 800) must be completed within 90 days.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____