



## JOB DESCRIPTION

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**JOB TITLE:** Eligibility Specialist II

**JOB CODE:** 2010

**DEPARTMENT:** Community Services/Social Services

**FLSA STATUS:** Non-Exempt

**REPORTS TO:** Manager of Social Services

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### SUMMARY OF JOB PURPOSE

Assists indigent residents of Douglas County in determining eligibility for public assistance through interviews with representatives of the household assessing financial status, available resources, and issues preventing the household from being self-sufficient. Provides counseling as to the most efficient use of available services and resources.

### ESSENTIAL FUNCTIONS

1. Assists the general public, customers, and/or county employees in person, by telephone and/or e-mail answering inquiries related to department services, programs, and records; receives complaints and attempts to resolve them; explains rules, policies, and procedures; researches questions, when appropriate, to provide accurate information; resolves issues and/or directs customers to the appropriate department for resolution.
2. Serves as department manager in the absence of same and upon request; knows all staff responsibilities, procedures, budgets, and directives; answers questions staff may have in performing their jobs; makes emergency decisions and acts upon a crisis situation for clients, staff, and community; reviews and verifies invoices from eligible clients and authorizes claims for payment when necessary.
3. Interviews clients to obtain information, determine eligibility for various social service programs, and assess the appropriateness of referral to other community assistance, medical or social service agencies; interprets and explains rules and regulations governing eligibility and grants, methods of payment, and legal rights to applicant or recipient; maintains all aspects of confidentiality of client information.
4. Obtains and verifies income, assets, insurance and related information; contacts employers, banks, social security, veterans' administration and other public and private sources as necessary; records and evaluates personal and financial data obtained from applicant or recipient to determine initial or continuing eligibility, and maintains case documentation for each client according to departmental directives.
5. Assists clients in completing applications; provides factual information regarding various program regulations and procedures; identifies need for social services, and makes referrals to various agencies and community resources available; may act as an advocate for the client with other organizations; coordinates services with other agencies to address a wide range of client needs.
6. Initiates procedures to grant, modify, deny, or terminate eligibility and grants for various aid programs such as emergency rental, utility, and medical assistance; authorizes amount of grants, based on determination of eligibility for amount of money payments, food vouchers, medical care, or other general assistance.

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This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.



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7. Visits homes or makes hospital visits to disabled and homebound clients to obtain and verify case information and/or determine assistance needs; prepares case notes of such home visits.
8. Creates and maintains case files; maintains accurate logs and complies records of work performed; prepares regular and special reports as required, and submits individual recommendations for consideration by supervisor; performs a variety of other clerical duties including data entry, copying and assembling materials, collecting and distributing mail, answering phones, faxing documents, and other related tasks.
9. Seeks and participates in continuing education opportunities regarding changes in mainstream services, new programs and resources, and changing trends in the welfare/social services arena.
10. Assists with medical assistance determinations and administrative duties based on volume.

### QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### EDUCATION and/or EXPERIENCE

High School Diploma, or equivalent, and three (3) year's related experience performing case management and/or training; a license to practice social work in the State of Nevada, and a Bachelor's Degree in Social Work, Social Sciences, Counseling, Public Administration or other closely related field is preferred.

#### LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, technical procedures, and/or governmental regulations; write reports and business correspondence; effectively present information and respond to questions from groups of managers, clients, co-workers, and the general public.

#### MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to create and interpret bar graphs.

#### REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; interpret a variety of instructions furnished in written, oral, diagram, or schedule form; use judgment to determine the most responsible way to apply very limited resources to unlimited requests for assistance.

#### OTHER KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of interviewing techniques involving application of regulations and community resources; technical and social service clerical functions, business correspondence, recordable systems, and office systems; accounting and advanced clerical skills.

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Ability to perform technical and professional tasks involving the use of judgment and requiring accuracy, to provide guidance and evaluate appropriate referrals; maintain confidentiality, and understand, interpret and apply appropriate rules, regulations and written directions; evaluate demands on time and arrange schedule accordingly; apply sound judgment in contacts with officials and members of the public; establish and maintain effective working relationships with public, social service agencies and government officials.

Skills in interpreting laws and regulations, making decisions, maintaining composure, and working effectively under stressful conditions; interacting with people of different social, economic, and ethnic backgrounds; manage and deescalate tense interactions with the general public under significant distress.

Intermediate proficiency level utilizing Microsoft Office applications including Excel, Word, and Outlook, and the ability to operate other standard office equipment, including telephones, calculators, copiers, FAX machines, etc. is required.

#### **CERTIFICATES, LICENSES, REGISTRATIONS**

Valid Driver's License with an acceptable driving record.

#### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, and drive; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee occasionally is required to climb, balance and stoop, kneel, crouch, or crawl and must frequently lift and/or carry up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

#### **WORKING ENVIRONMENT**

Work is performed in an office environment where the physical demands require sitting for extended periods of time; frequent use of computers and standard office equipment; may work under stress of deadlines; works in close contact with members of the general public with varying degrees of intoxication/impairment, physical and/or mental illness and usually under stressful circumstances. Work may also be performed in the community or in the home of a county resident seeking assistance.

**I have read and understand the contents of this Job Description, and I have received a copy of this Job Description for my records.**

**PRINT NAME:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

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