



CLASS SPECIFICATION

Class Code: 60006148
Date Established: 01/1988
Last Reviewed: 01/2025
Last Revised: 01/2025
Last Title Change:
FLSA: non-exempt
Probation: 12 months

ELIGIBILITY SUPERVISOR

DEFINITION

Under general supervision, supervises staff responsible for making eligibility determinations in the Human Services Agency; performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Three years of experience making eligibility determinations in a human service agency; OR an equivalent combination of training and experience.

LICENSE OR CERTIFICATE

None.

SUPERVISION EXERCISED

Exercises direct supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Supervise assigned staff, which includes staff selection; assigning, scheduling, and reviewing work; providing training in proper work methods and procedures; providing professional development, coaching, and mentoring; writing performance evaluations; and implementing discipline and conflict resolution procedures when necessary.

Coordinate workflow and unit procedures with the staff and management of other service providers.

Interpret and explain regulations, rules, policies and public assistance programs to clients and apprise them of their rights, responsibilities and eligibility for program participation.

Provide interpretations of eligibility rules and regulations for unit staff.

Conduct client/patient interviews and assist with eligibility determinations; counsel clients in basic life skills.

Develop and update tracking systems for unit use and reporting purposes.

Compile and analyze data and submit reports as required.

Assist with establishing program priorities and developing new policies and procedures.

Review and interpret statute changes, training staff on those changes in order to maintain compliance in eligibility determinations.

Maintain, review and interpret program management reports concerning workload, budget and operating data.

Represent the Human Services Agency with a variety of public and private agencies; serve on committees and task forces.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Departmental/division practices, policies and procedures.

Laws, rules and regulations governing eligibility determination and granting of aid for assigned program areas.

Human services agencies and their relationship with other departments and community resources.

Medical terminology.

Terms and acronyms commonly used in the assigned function.

Computer software specific to the department/division.

Countywide personnel policies such as sexual harassment, discrimination and EEO.

Ability to:

Plan, coordinate and direct the operations of an assigned Eligibility Certification unit to accomplish established goals and objectives and optimize efficiency.

Select, supervise and evaluate the performance of assigned staff.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:

Principles and practices of effective supervision including leadership, motivation, development, team building, conflict resolution, employee training, performance evaluation, and discipline.

Functions of public social service agencies and the principles of income maintenance and public social services.

Interviewing methods and techniques.

General mathematics required to compute eligibility for public assistance programs.

Ability to:

Prepare and maintain accurate, clear and concise reports, statistics and chronological records.

Obtain facts, analyze eligibility information, and draw sound conclusions.

Effectively interact with people from diverse socio-economic, demographic, and cultural backgrounds.

Act with integrity; exercise appropriate discretion and maintain confidentiality of information.

Read, interpret and apply regulations, policies and procedures.

Communicate effectively both orally and in writing.

Interpret and apply applicable laws, regulations, and departmental policies.

Establish, maintain, and foster effective and positive working relationships with all those contacted in the course of work.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to work in a professional office environment. Ability to lift and carry objects weighing up to 25 lbs. Ability to use office equipment including computers, telephones, calculators, copiers and FAX.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.