



CLASS SPECIFICATION

Class Code: 6150
Date Est: 05/1982
Last Rev: 07/2016
Last Title Chg: 11/1993
FLSA: Non-exempt
Probation: 12 Months

ELIGIBILITY CERTIFICATION SPECIALIST II

DEFINITION

Under general supervision, determines initial and continuing eligibility of clients for one or more public assistance programs; makes referrals to other agencies as needed; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Two years of public contact work experience which involved interviewing people for the purpose of gathering information and explaining policies; OR one year as an Eligibility Certification Specialist I in Washoe County; OR an equivalent combination of training and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment.

DISTINGUISHING CHARACTERISTICS

This is the journey level class in the Eligibility Certification Specialist class series. This class is distinguished from the Eligibility Certification Specialist I class by its ability to complete assignments independently with respect to determination of initial and continuing eligibility, and authorizing payment for public assistance.

SUPERVISION EXERCISED

None.

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

Interview people of diverse socio-economic, age, cultural backgrounds and in crisis situations in County offices, private homes and medical facilities to elicit information to identify need for public assistance programs and services, and make eligibility determinations.

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

Review, verify and investigate information received from clients by securing documentation, medical records and confirmations from other agencies to ensure the accuracy of data, resolve discrepancies and determine eligibility for assistance.

Determine and authorize reimbursement to providers for clients eligible for public assistance programs, including reimbursement and or payment for medical and burial expenses.

Develop and maintain appropriate case history documentation regarding actions taken and eligibility determination; identify needs, initiate appropriate referrals and monitor established clients.

Provide detailed information regarding eligibility requirements and refer clients to available community resources for other available assistance as needed.

Maintain caseload statistics by encoding computer data for supervisory and administrative review.

May train new and existing staff members on new or revised policies and regulations.

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 policies and procedures.

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

Working knowledge of federal, state and community social services programs.

Medical terminology.

Computer software specific to the department/division.

Ability to:

Effectively deal with people from diverse socio-economic, age, and cultural backgrounds in crisis situations.

Remain current with federal, state and community social service agencies regarding eligibility and policy changes.

Counsel clients in basic life skills.

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

Knowledge of:

Interviewing methods and techniques.

Basic mathematics required to compute eligibility for public assistance programs.

Ability to:

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

Make decisions and independent judgments.

Read, interpret and apply regulations, policies and procedures.

Enter data into a computer.

Communicate effectively both orally and in writing.

Maintain effective working relationships with community agencies, County staff, and clients.

SPECIAL REQUIREMENTS

Essential duties require the following physical skills and work environment.

Ability to lift and move objects weighing up to 25 lbs. range. Ability to use office equipment including computers, telephones, calculators, copiers, and FAX. Work is performed in office, home, or in the multiple programs the department operates in the community.

Special Note: According to Nevada Revised Statute 179A, selected applicants must be fingerprinted and undergo comprehensive background checks.

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