

**ELIGIBILITY SPECIALIST SUPERVISOR****NATURE OF WORK IN THIS CLASS:**

This is complex technical and supervisory social service work involving the determination of eligibility for the Bureau of Economic Security, Department of Public Health and Social Services.

Employees in this class supervise and perform a full range of complex technical duties in specialized areas of the position profession.

**ILLUSTRATIVE EXAMPLES OF WORK:** (These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)

Provides technical guidance to subordinates in the implementation of food stamp and public assistance programs.

Evaluates the work performance of subordinates through supervisory case reviews; reviews claim reports and quality control review findings to ensure proper application of program regulations and policies are within prescribed time frames; identifies and implements corrective action to improve work performance; conducts staff meetings to clarify policies and resolve deficient areas; provides case supervision to subordinates.

Reviews and monitors referral responses to the Department of Labor, Immigration and Naturalization Service (INS), Program Compliance Unit, Investigation and Recovery Offices, Office of Child Support Enforcement, Medicaid/MIP Offices, Department of Vocational Rehabilitation, and other program linkages to ensure appropriateness, accuracy and timeliness.

Utilizes cathode ray tubes (CRT) and computer listings to review case actions, correct Eligibility Specialist processing errors, and ensure all monthly actions have been processed.

Conducts outreach and public education activities to educate recipients and the public on program requirements, and client rights and responsibilities.

Entertains clients to answer inquires or resolve concerns or grievances; conducts agency conferences and assists in fair hearings for clients appealing adverse case actions.

Provides on-the-job training for subordinates involving application processing, program regulations and policies, office procedures, interviewing, use of forms, and utilization of cathode ray tubes.

Attends supervisory and quality control meetings to discuss problem areas, and recommend and/or implement corrective action to improve program operations and decrease program error rates.

Prepares monthly work production reports and statistical information on public education activities.

Performs related duties as required.

**MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:**

Knowledge of federal and local policies and procedures concerning public assistance programs.

Knowledge of the principles, methods, and practices of eligibility determination.

Ability to plan, direct and supervise the work of others.

Ability to analyze and interpret federal and local policies and procedures.

Ability to evaluate program effectiveness and recommend changes in techniques, procedures and policies to enhance effectiveness.

Ability to communicate effectively, orally and in writing.

Ability to make arithmetic computations.

Ability to maintain records and prepare monthly production reports.

Skill in the safe operation of a motor vehicle.

**MINIMUM EXPERIENCE AND TRAINING:**

- A) Four years of specialized experience as an Eligibility Specialist II or equivalent work; or
- B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities, and skills.

NECESSARY SPECIAL QUALIFICATIONS:

Possession of a valid motor vehicle operator's license.

ESTABLISHED: JUNE 1990  
PAY RANGE: 36



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FELIX P. CAMACHO  
Executive Director  
Civil Service Commission