



CLASSIFICATION NO: 274

Established: 3/91

Revised: 7/94, 7/96

FLSA: Non-Exempt

EEO: 5

## **ELIGIBILITY AIDE**

### **CLASS CHARACTERISTICS**

Under supervision, to determine ongoing eligibility for public assistance programs in accordance with established procedures; to complete and maintain accurate case record forms, documents and reports; and to perform other work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Social Services Division within the Department of Human Services offers assistance to the County's low income, elderly and disabled residents through the Community Action Agency (CAA) and the Area Agency on Aging (AAA). The CAA program deals with energy assistance, emergency housing, rental assistance, landlord-tenant issues, and volunteer services programs. The AAA program provides case management services and contracts with senior centers to provide services to elderly residents.

The Eligibility Specialist series provides eligibility screening and determination for a wide variety of assistance programs which provide services to individuals with social, economic, mental and/or physical disadvantages. The Eligibility Aide receives training in the basic rules and regulations applicable to public assistance programs and learns to monitor continuing eligibility of clients by assisting higher level personnel in the eligibility determination process.

The Eligibility Aide differs from the Eligibility Specialist which independently performs initial and continuation eligibility determinations for applicants and clients. It also differs from the Case Manager Aide which provides assistance to professional case management staff by performing limited casework, client advocacy and provider liaison duties.

### **TYPICAL TASKS**

Duties may include but are not limited to the following:

1. Reviews statutes, rules, regulations, policy and procedures manuals, and other documentation applicable to public assistance programs and community resources.
2. Reviews ongoing eligibility of clients for continuing public assistance as provided by statutes and regulations; interviews clients to obtain current personal, financial and medical information; assists clients in obtaining information related to their income, resources and financial obligations; verifies information with landlords, utility companies, financial institutions, government agencies, employers, and other agencies and organizations.

3. Provides limited information and referral services to clients including referrals to community resources or case management personnel; explains rights and responsibilities associated with financial assistance programs.
4. Prepares and maintains case records, documents, forms and reports; enters case data into computer system; sends decision notices to clients.

### **REQUIRED KNOWLEDGE AND SKILLS**

Working knowledge of: Standard office practices, procedures and equipment; record keeping techniques; basic math.

Some knowledge of: Interviewing techniques; basic public assistance programs and community resources available to applicants and clients; general goals of human services agencies.

Skill to: Communicate effectively, both orally and in writing; understand and follow instructions; maintain accurate and systematic records; make arithmetical computations; operate computer keyboard, typewriter, ten-key, copier and other office equipment; interview diverse clients with social, economic, mental and/or physical disadvantages; determine client's continuing eligibility for various assistance programs; learn and accurately interpret rules and regulations concerning eligibility for human services programs; establish and maintain effective working relationships with County employees, program clients and social service agencies.

### **MINIMUM QUALIFICATIONS**

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

**Experience:** None required.

**Licenses/Certifications:** None required.

### **PRE-EMPLOYMENT REQUIREMENTS**

Some positions must successfully pass a criminal history check which may include national or state fingerprint records check.

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.

## **OTHER INFORMATION**

The Eligibility Aide is a promotive classification. Incumbent may be promoted to open positions in the higher level Eligibility Specialist classification. Possession of the required knowledge skills and abilities must be documented in an approved promotional evaluation.