

## ELIGIBILITY EXAMINER

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent in this position interviews and determines initial and ongoing eligibility of applicants and recipients of financial programs in accordance with Social Services laws, rules, regulations, and agency guidelines. This position may perform any combination of assignments related to the determination of financial eligibility for public assistance, medical assistance, food stamps, categorical classification, continued financial eligibility and income maintenance depending on the size, organizational structure, and work activity needs of the pertinent facts relating to an applicant's/recipient's needs which are assessed strictly within the context of clearly defined and prescribed policies and procedures. Incumbents may be assigned to projects requiring the analysis and development of service delivery systems, and can be expected to suggest changes to the supervisor regarding improvement of service delivery for the unit. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Interviews customers to determine employability, job history, skills, interest, goals and identifies employment barriers and makes appropriate referrals to programs to help customers achieve self-sufficiency;

Cooperatively develops self-sufficiency plans with customers.

Handles the more complex or difficult eligibility or classification cases based on experience and knowledge of policies and regulations governing eligibility and available resources;

May serve as lead worker or expert resource for less experienced Eligibility Examiners and may assist the supervisor in the review of eligibility records and in the approval of client benefit authorizations;

Maintains current case data in automated management systems as appropriate to the Program area assignment which is used for follow ups and statistical analysis;

Examines certification documents to determine that all statements are complete and consistent with all information provided;

Requests of applicants any documentation or additional information which is necessary for final program classification or approval;

Evaluates the financial eligibility of the applicant including both present and potential income resources;

Computes a budget for an applicant based on Social Services rules, regulations and guidelines;

Compiles information necessary to obtain a Family Court order directing individuals to make support payments when voluntary agreement for payment can not be reached;

Presents case information in Family Court as needed;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Contacts and interviews all collateral parties and agencies thought to possess information on the whereabouts of an absent parent;

Informs applicants of the program for which they are eligible for assistance;

Functions as case manager to coordinate all activities for cases.

Recommends emergency grants as needed;

Makes redeterminations of categorical financial eligibility;

May participate in field trips for the purpose of certifying and recertifying homebound applicants/recipients;

Explains the audit process to applicants/recipients so if their case is sampled by that unit, the applicants/recipients will understand the reason for further inquiry;

Informs applicants of their duty to inform the agency of any change in status which may affect their eligibility for continued assistance;

Advises applicants of the scope of services provided by the Department;

Refers applicants/recipients to other departmental services or specialists as requested by the applicant/recipient or as perceived by the Eligibility Examiner to be needed;

Completes statistical reports as requested;

May supervise clerical support staff;

Appears at administrative or judicial proceedings when required to interpret or explain work performed as such is related to decisions or applicants;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of federal, state and local social services laws and programs as they affect eligibility for financial assistance; familiarity with other laws and programs as they affect eligibility, such as Workers' Compensation, Social Security and Unemployment Insurance; ability to deal effectively with others; ability to analyze facts obtained and use facts in making decisions regarding eligibility; ability to communicate both orally and in writing; ability to understand and follow both written and oral directions; proficiency in basic mathematics; ability to interview in order to elicit sufficient information required by federal, state and local directives and the ability to assess the information provided; ability to communicate to clients their obligations, responsibilities and rights; ability to write clearly and concisely;

ability to relate to clients in an understanding and objective manner; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; initiative; tact; good judgment; emotional maturity; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and three years of experience where the primary function of the position was examining, investigating, or evaluating claims for assistance, veteran's or unemployment benefits, insurance, or a similar program operating under established criteria for eligibility.

SUBSTITUTION: Satisfactory completion of 30 credits\* may be substituted on a year for year basis for the above experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT: Depending on assignment, possession of a valid license to operate a motor vehicle in the State of New York may be required at the time of appointment.