

HUMAN SERVICES ELIGIBILITY SPECIALIST

Job Code	Pay Grade
18144	CL10

Nature of Work

This is paraprofessional work occurring in various areas of the department. An employee in this class, depending on the area of assignment, may be responsible for pre-screening applicants for assistance, answering information calls, and determining eligibility for the department's programs within the written rules and regulations of the department. There may be somewhat difficult public contact with clients, community agencies, hospitals, doctor's offices, and other human services providers. There are a wide variety of duties performed with some degree of independent judgment and initiative required. The incumbent reports to a supervisor or designee.

Minimum Qualification Requirements

- 2 years' experience working with health and human services clients and community agencies; or
- Associate's degree with coursework in social work, psychology, sociology, or a related field; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate to demonstrate more advanced proficiency, competency, and satisfactory completion of regularly assigned work in an independent manner. Appointing Authority retains discretion to employ an incumbent at this level or advance the incumbent non-competitively or competitively after a candidate meets the minimum qualifications to an in-line career ladder position (such as Human Services Case Manager 1) within the same organization or department.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to the position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Schedules and interviews applicants and responds to questions regarding availability of and eligibility for benefits.
- Responds to questions from claimants regarding eligibility status.
- Pre-screens applicants for assistance, advises applicants of needed documentation, provides information and referral services, answers information calls from the public.
- Processes and counsels applicants for determination of medical eligibility and refers ineligible applicants to alternate community resources for assistance.
- Answers information calls from the public and advises and refers callers in regard to a wide array of community assistance programs.
- Keeps records of cases and prepares any required reports.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of social work policies and procedures, practices and methods.
- Knowledge of services offered by the county and other local community services agencies.
- Knowledge of business English, math, and office procedures.
- Skill in eliciting important information from applicants.
- Ability to apply computer applications and software.
- Ability to deal with occasionally difficult clients.
- Ability to work with medical staff, community agencies and the general public.
- Ability to communicate effectively with co-workers, applicants for assistance, and the public.

For official use only

Revised	EEOC Code	Overtime Code
9/16	Para-Professionals	Classified