

YUMA COUNTY DEPARTMENT OF HUMAN SERVICES
JOB DESCRIPTION
Eligibility Program Specialist I

Position Title: Eligibility Program Specialist I

Date Approved: 6/28/2019

Date Revised: 7/30/2024

Position Summary

Under direct supervision of the Eligibility Program Supervisor or designee, assesses the needs and determines initial and ongoing eligibility of clients for programs including, but not limited to Food Assistance, Medicaid, Adult Financial, Colorado Works programs for the Yuma County Human Services Department; provides case management services and assists clients in accessing community resources. Duties may vary according to job assignment.

Reports To: Eligibility Program Supervisor

Experience and Qualifications

- 1) High School Diploma or GED Equivalent
- 2) Possession of a Valid Colorado Driver's license and a "safe" driving record may be required
- 3) Complete training and/or certification as mandated by the assigned program required
- 4) Must be able to pass a background check and pass a drug test

Competency/Skill Requirements

- 1) Perform general office practices and procedures
- 2) Learn and utilize proficiently general computer business software and specific State Program Software
- 3) Communicate clearly and concisely, both verbally and in writing
- 4) Comprehend and follow Department, County, State and Federal rules, regulations, policies and standard operation procedures
- 5) Possess flexibility to new situations encountered on a daily basis and has the ability to learn new duties quickly
- 6) Maintain sensitive and confidential information
- 7) Appropriately handle multiple tasks simultaneously under pressure, and in emergency and stressful situations
- 8) Interact with people of different social, economic, and ethnic backgrounds

General Duties

- 1) Case Management
- 2) Processing Applications and Redeterminations
- 3) Interviewing Applicants/Clients

Key Responsibilities and Duties

The following duty statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. The County reserves the right to modify or change the duties or essential functions of this job at any time.

After properly trained, duties may include, but are not limited to, the following:

- 1) Arrives at work or at assigned locations punctually and attends work with minimal absences
- 2) Accurately records time worked for purposes of compensation
- 3) Maintains a constructive working relationship between and among employees at all levels of the organization
- 4) Works effectively both independently and as a member of the team
- 5) Works professionally with others, both inside and outside of the organization
- 6) Prioritize and organize daily tasks and work assigned to meet all mandated deadlines
- 7) Interviews applicants/clients and assists them in understanding and completing all required eligibility paperwork with supervision
- 8) Make objective distinctions between relevant and non-relevant information
- 9) Verifies programs and services eligibility factors by retrieving or confirming information from a variety of sources with supervision
- 10) Performs eligibility computations based on client provided and collateral information; determines applicability of work registration requirements with direct supervision
- 11) Conducts client customer service reviews.
- 12) Evaluates and implements program policies and procedures
- 13) Knowledge of the scope and application of laws and regulations pertaining to the assigned and related human services programs
- 14) Develops knowledge of community support services, childcare assistance, and other available resources to help facilitate comprehensive solutions and provide referrals for clients
- 15) Operates databases from a wide variety of systems, provides program services, ongoing case maintenance, and/or to process applications for assistance and redeterminations of eligibility
- 16) Accurately enters information into and/or receives information from the various computer eligibility systems (CBMS, EBT, SAVE, CDOLE, UIB, CSE, and EIAR, TWN) with supervision
- 17) Updates and maintains a variety of files, records, and other documents; gathers, compiles, and

synthesizes data for reporting purposes as directed

- 18) Attend scheduled Unit and Department staff meetings
- 19) Participates in County, State, and Federal trainings as required
- 20) Support the relationship between YCDHS and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and county staff

Working Environment

Normally, work is performed in a typical office setting with appropriate climate controls. Periodic travel may be required to fulfill functions of the job. Elements of hazard uncertainty exist in the normal course of performing duties associated with completion of job duties.

Position Physical Demands

Tasks require a variety of physical activities, occasionally involving muscular strain related to walking, standing, stooping, bending, climbing, kneeling, sitting, and reaching. Hearing, talking and seeing are essential to successful completion of typical duties. Common eye, hand, finger dexterity is required. Mental application utilizes memory for details, complex instructions, emotional stability, creative problem solving. Limited lifting in the office of files and supplies not to exceed 40 pounds.

Safety Equipment

Proper use of all equipment in and out of the office and department vehicles.

Supervision Responsibilities: No ☒ Yes ☐

Nature of Supervision: No responsibility for the direction or supervision of others

Equal Opportunity

Yuma County is an Equal Opportunity Employer and ensures equal employment opportunities are provided in the administration of all personnel practices such as recruitment, appointments, promotions, discipline, retention, training and other benefits, terms and conditions of employment in a manner which does not discriminate on the basis of race, color, ethnic or national origin, ancestry, age, sex, gender, sexual orientation, gender identity and expression, religion, creed, political beliefs, or disability

In order to provide equal employment and advancement opportunities to all individuals, employment decisions will be based on merit, qualifications, and abilities.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT

Nothing in this job description restricts Yuma County's ability to assign, reassign or eliminate duties and responsibilities of this job at any time. It does not prescribe or restrict the tasks that may be assigned. Those functions may change at any time as the needs of the County change or for other reasons deemed appropriate. This does not constitute a contract, written or implied, between the County and any County employee. No employee should consider these guidelines as a contract. Yuma County does not guarantee any specific term or length of employment. All employees of the County are "at will employees".

I, _____ have read this job description for the Yuma County Department of Human Services Eligibility Program Specialist I. To the best of my knowledge, I am able to perform all duties of the job as described.

_____/_____
Employee/Applicant Date

_____/_____
Director/Supervisor Date

YUMA COUNTY DEPARTMENT OF HUMAN SERVICES
WORKING CONDITIONS
Eligibility Program Specialist I

JOB TITLE: Eligibility Program Specialist I
SUPERVISOR: Eligibility Program Supervisor

WORKING CONDITIONS:

In a typical day, this job involves the activities listed below. The frequency of performance of each activity is indicated by the placement of a check mark (x) in the appropriate column.

R = rarely (less than 0.5 hours per day)
O = occasionally (0.5 to 2.5 hours per day)
F = frequently (2.5 to 5.5 hours per day)
C = continually (5.5 to 8 hours per day)
NA = not applicable

PHYSICAL ACTIVITIES	R	O	F	C	NA	Describe any job duty which requires repetition or a unique application of the activity.
Sitting				X		
Stationary Standing		X				
Walking			X			
Ability to be mobile				X		
Crouching (bend at knee)		X				
Kneeling/Crawling		X				
Stooping		X				
Twisting (knees/waist/neck)		X				
Turning/Pivoting		X				
Climbing	X					
Balancing		X				
Reaching overhead		X				
Reaching extension			X			
Grasping			X			
Pinching			X			
Pushing/Pulling		X				
Minimum weight to lift:		X				(list # of pounds) 5 lbs- supplies
Maximum weight to lift		X				(list # of pounds) 40 lbs- supplies
Carrying		X				(list # of pounds) up to 40 lbs
Other physical activities (list)						Driving up to 5 hours
SENSORY ACTIVITIES	R	O	F	C	NA	
Talking in person			X			
Talking on telephone			X			
Hearing in person			X			
Hearing over telephone			X			
Vision for close work			X			
Other sensory requirements (list)						

YUMA COUNTY DEPARTMENT OF HUMAN SERVICES
WORKING CONDITIONS CONTINUED:

ENVIRONMENTAL FACTORS

SPECIFY

Safety requirements (clothing, required safety equipment, activities performed).	No special safety requirements.
Exposures (fumes, chemical, vibrations, humidity, cold, heat, dust).	Exposure to outside temperatures occasionally when accompanying home visits.
Operation of equipment, vehicles, tools.	Computer, printers, calculator, copier, paper shredder, fax machine, scanners, department vehicles.
Required hygiene standards (food handling, clean contaminated, sterile equipment).	No unique hygiene standards.
Other environmental factors.	Unable to regulate heat/cold exposure due to thermostat location

All job requirements listed indicate the minimum level of knowledge, skills and/or ability deemed necessary to perform the job proficiently. This working condition description is not to be construed as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of the supervisor. Employees will be required to perform any other job related instructions given by their supervisor, subject to reasonable accommodations.

Date Reviewed: _____

Date Reviewed: _____

Date Reviewed: _____

Date Reviewed: _____