

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: 10/16/2023

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, CCCAP, Colorado Works programs for the Yuma County Human Services Department; provides case management services and assists clients in assessing community resources. Duties may vary according to job assignment.

Reports To: Eligibility 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) Ability to 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 provides to clients.
- 15) Learns to operate 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, SAFE, DOLE, UIB, CSE, AND, and EIAR) 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