



**The Position**

Working under close supervision, the Eligibility Worker I is the entry/trainee level in the Eligibility Worker series. An Eligibility Worker I determines the eligibility of applicants and recipients for public assistance programs through interactive interviewing and fact gathering; maintains current knowledge of program regulations and procedures necessary for multi-program caseload administration; initiates and processes casework through an automated system; identifies needs and makes appropriate referrals for health, social, and/or employment services. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Employees are expected to promote to Eligibility Worker II after one year of satisfactory performance at the trainee level.

**Minimum Qualifications**

While the following requirements outline the minimum qualifications, only applicants who demonstrate the best qualifications match for the job will be selected to continue in the recruitment process. Applicants must meet the minimum qualifications by the application deadline.

Two years of experience performing clerical duties;

**OR**

One year of experience determining eligibility for loans, financial assistance, unemployment or veterans benefits, or publicly or privately funded health, counseling or social services;

**OR**

Completion of 60 semester or 90 quarter college units.

**OR**

A combination of education and experience comparable to the type of experience listed above. When combining education and experience; fifteen (15) semester units or twenty-two (22) quarter units equal six months of experience.

**Mono County**

Mono County, with a population of approximately 14,000, is set on the eastern slopes of California's Sierra Nevada mountain range.

The Town of Mammoth Lakes, with a population of approximately 7,093 is the most populated area of Mono County. The County Seat is located in picturesque Bridgeport located 360 miles north of LA and 182 miles SE of Sacramento.

Mono County is a rare environment of natural contrasts: soaring granite peaks and spacious desert vistas, quiet lakes, bubbling hot springs and cold mountain streams, winter snows and sunny summer skies. The County offers numerous recreational opportunities for the outdoor enthusiast.

**Eligibility Worker I\***

**Mono County**

**Department of Social Services**

Monthly Salary: \$2,908 - \$3,534

**Application Deadline:**

Friday, August 22, 2014

5:00 p.m. PST

**Tentative Examination Dates:**

Written Exam: Saturday, September 6, 2014

Oral Exam: Week of September 22, 2014

Examinations will be held in Mono County

**Location:**

The resulting list will be used to fill vacancies in Mammoth Lakes, California

**Additional Information**

A valid driver's license may be required at the time of appointment and employees may also be required to drive their own car, provide proof of car insurance, and a DMV clearance. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

Position may require pre-employment drug testing, physical and fingerprinting for a background investigation.

The ability to speak, read, and write Spanish in addition to English would be an asset in this position, but is not required. Applicants for English/Spanish bilingual designated positions must take and pass the Merit System Services bilingual proficiency examination prior to appointment.

**For more information regarding the job of an Eligibility Worker, you are invited to watch this job preview at:**

<http://www.mss.ca.gov/SocialServicesPositions/EligibilityWorkerVideo>

**\*Note:** At the discretion of the Mono County Department of Social Services and with the approval of Merit System Services, qualified candidates certified to the eligible list established by this exam may be appointed to the Eligibility Worker II level if the appointee meets the Eligibility Worker II minimum requirements. Salary for the II level is \$3,210 - \$3,903.

The existing eligible list will be replaced upon completion of this examination. The eligible list established from this recruitment will be used to fill part-time and full-time regular, limited-term or extra-help positions as vacancies occur or the need arises.

## KNOWLEDGE AND ABILITIES

The following may be tested in the examination:

### Knowledge of:

- General goals and purpose of public social services programs.
- Techniques of interviewing and information gathering.
- Computer terminology and computer keyboard arrangement.
- Modern office practices, methods, and procedures.
- Basic record keeping practices and procedures.
- Basic mathematics.

### Ability to:

- Apply the policies, procedures, and programs of the County Social Services Department.
- Apply the laws, rules, and regulations governing eligibility and grant determination for multiple public assistance programs and the case administration of these programs.
- Identify available resources, and communicate with others to obtain and verify information concerning eligibility.
- Use fact finding techniques and perform in-depth and interactive interviewing.
- Determine appropriate course of action in emergency situations.
- Make referrals to appropriate agencies and social service programs.
- Detect and evaluate potential fraudulent situations.
- Analyze and interpret written, numerical, and verbal data from various sources.
- Enter data accurately into a computerized system.
- Navigate through computer screens and complete and review basic computer documents and other forms.
- Identify when computer output is incorrect and make corrections.
- Process cases manually as required.
- Plan and organize caseload to ensure work is completed in accordance with regulations relating to eligibility and timeliness.
- Read, understand, apply, and explain complicated and detailed correspondence and reports, regulations, and policy directives.
- Perform a variety of mathematical computations accurately and rapidly.
- Prepare, clear, concise, and accurate records and reports.
- Explain complex rules and programs so they can be understood by people of diverse socio-economic and cultural backgrounds.
- Establish and maintain cooperative working relationships with the public and staff.
- Use computers and related software packages.
- Follow written and oral directions and instructions.

## EXAMINATION INFORMATION

MSS reserves the right to revise the examination plan if the circumstances under which this examination was planned change. The examination process may include one or more of the following components: application evaluation, computer skills assessment, supplemental questionnaire, written examination, job related exercise, and/or a structured oral examination. Candidates will be notified of any changes to the examination plan as posted on this job bulletin.

The examination components may consist of:

### WRITTEN EXAMINATION

This examination will be weighted: 50%

Categories tested may include:

- Reading and Understanding Written Information
- Written Communication
- Benefit Calculations
- Effective Interviewing/Interpersonal Communication

### ORAL EXAMINATION

This examination will be weighted: 50%

Categories tested may include:

- Analytical
- Basic Rules, Regulations, Processes, Purpose of Services
- Communication (Oral and Written)
- Computer Skill
- Confidential
- Detect Fraudulent Situations
- Determine Appropriate Action in Emergency Situations
- Education, Experience and Training
- Goals and Purposes of Public Social Service Programs
- Initiative
- Interpersonal Relations
- Job Related Knowledge and Skills
- Knowledge of Goals and Purposes of Social Service Programs
- Office Procedures
- Planning/Organizational Skills
- Prepare Clear, Concise, Accurate Reports
- Principles of Interviewing and Assessment
- Public Contact
- Rules, Laws, Regulations, Policies, and Procedures
- Take Initiative
- Techniques of Interviewing, Fact-Finding, and Info Gathering
- Training/Staff Development
- Understand, Apply and Explain Reports, Regulations, and Policies
- Use Computers and Software Packages

**HOW TO APPLY FOR THIS EXAMINATION**

Applicants must submit a completed MSS application, including any of the additional documents/materials indicated. Additional documents/materials are included in the online application. Apply online by logging onto [www.mss.ca.gov](http://www.mss.ca.gov) and following the instructions.

It is recommended that you apply via the online application system. Applicants without Internet access may fax a paper application to (916) 648-1211 or mail to the address below. Faxed or mailed applications will ONLY be accepted on the dates/times indicated on the front of this job bulletin. Faxing or mailing your application does not guarantee that your application will be among those approved. POSTMARKS ARE NOT ACCEPTED.

Application packets may be obtained by contacting MSS, or the Social Services, Child Support, or HR Department in the county.

**MERIT SYSTEM SERVICES**

241 Lathrop Way, Sacramento, CA 95815

Website: [www.mss.ca.gov](http://www.mss.ca.gov)

Email: [mss@cpsshr.us](mailto:mss@cpsshr.us)

Phone: (916) 263-3614

**Note:** Your application and any additional material become the property of MSS. **Please make a copy for your file.**

**This job bulletin will not be available online after the application deadline. Please print a copy for your records.**

**FOREIGN EDUCATION**

Applicants who completed their education outside of the United States must submit verification of degree and/or course equivalency by the application deadline.

Organizations that provide foreign education credential evaluation services can be found at [www.naces.org](http://www.naces.org). MSS will accept verification of degree and/or course equivalency from any of the listed member agencies. You must fax all pertinent documents to MSS at 916-648-1211 or email them to [mss@cpsshr.us](mailto:mss@cpsshr.us) prior to the application deadline.

**EXAMINATION NOTIFICATION**

MSS will send you an email informing you of your status once it has been determined. Candidates who apply via a paper application and do not supply us with an email address will receive all recruitment notification via United States Postal Service. Selected applicants will be invited to the next step of the examination process. If you have not received notice at least two (2) working days prior to the tentative test date, please contact Merit System Services at [mss@cpsshr.us](mailto:mss@cpsshr.us).

Some positions require that all approved candidates take and pass an oral examination to continue in the recruitment process. If this job bulletin states that there will be an oral exam for this position please note the following: Prior to being scheduled for the oral examination, you will receive an email from Merit System Services, [mss@cpsshr.us](mailto:mss@cpsshr.us), asking you to confirm your interest in the position and your availability to attend the exam on a specific date. If you do not reply to the e-mail sent to you by the specified deadline or you are not available on the specified exam date, you will not be scheduled for the oral exam.

**SPECIAL TESTING ARRANGEMENTS**

Special testing arrangements may be made to accommodate applicants with disabilities or whose religious convictions prevent them from testing on a specific date. If you require such arrangements, it is your responsibility to contact MSS at [mss@cpsshr.us](mailto:mss@cpsshr.us) within five (5) days of the date on your letter/email notifying you that you have been invited to move forward in the exam process.

*Nothing in this recruitment bulletin constitutes an expressed or implied contract. MSS reserves the right to make necessary modifications to the examination plan and/or schedule in accordance with Local Agency Personnel Standards.*

# ELIGIBILITY WORKER

## APPLICANT INFORMATION REGARDING THE NATURE OF WORK PERFORMED

### **INTRODUCTION**

Submitting an application is the first step toward a valuable and rewarding career as an Eligibility Worker. We offer this additional information in an effort to provide you with a clear understanding of the nature of the job and its requirements. Please take the time to review this information prior to submitting an application.

### **NATURE OF WORK**

The primary function of an Eligibility Worker involves determining the eligibility of applicants and recipients for public assistance programs. Eligibility work is performed in an office environment, not in the field, and includes processing of a broad range of paperwork and entering information into a computer-based eligibility system with very time sensitive agency and legal deadlines. Individuals with bank teller experience are often well suited to Eligibility Worker positions, as are those who have determined eligibility for loans, etc. Typical duties of an Eligibility Worker include:

- Acting as the first contact for individuals seeking public assistance
- Interviewing applicants and recipients (clients) to obtain and verify information needed to determine initial and/or ongoing eligibility for public assistance. This often requires obtaining information in difficult and/or emotional situations on issues such as earnings and financial obligations and/or parental status and living arrangements and maintaining control of the interview if the client becomes hostile or angry over the interview questions.
- Learning numerous state and federal program regulations and specific county practices through intensive training prior to full case assignment and ongoing training thereafter. The work of an Eligibility Worker is highly regulation driven with ongoing reliance on regulations.
- Instructing clients in the completion of various forms and reviewing applications for completeness and consistency.
- Explaining program benefits, requirements and procedures, including eligibility factors, to public assistance clients.
- In some cases, visiting clients in their homes for the purpose of obtaining and verifying information.
- Determining program eligibility in accordance with current regulations using the computer-based eligibility system.
- Researching questionable information provided by an applicant until satisfactory explanations regarding eligibility status are confirmed.
- Reporting cases where fraud is suspected.
- Advising clients of deadlines, timeframes, and necessary actions to be taken.
- Working with clients who often do not take the necessary actions within the required timeframe.
- Establishing and maintaining multiple case files through regular updating and review. Documenting all communications and contacts with clients.
- Planning and organizing a large caseload, ensuring that accuracy levels are maintained and that cases are processed within the specified timeframes set by federal and state regulations.
- Preparing system generated documents necessary to initiate, continue, and/or modify public assistance.
- Computing and authorizing grant amounts based on financial and family status. Computing CalWORK's budgets, Medi-Cal budgets, General Assistance budgets, and Food Stamps in order to calculate grants.
- Reviewing and explaining to clients public assistance amounts and authorizing payment of monthly benefits.
- Providing information and making routine referrals to resources available through the County and within the community for clients desiring or needing services. In some cases, Eligibility Workers also refer clients to and communicate with Social Workers and other staff to coordinate family services. Note: An Eligibility Worker's responsibilities do not include social service casework. An Eligibility Worker is not responsible for working with clients to attempt to resolve their personal or social problems.
- Keeping up to date on changes in rules, laws, procedures, etc. that affect processing timelines.

Eligibility Workers are expected to handle a high volume of work which is deadline driven. Applicants must be able to prioritize, plan and project their work, but at the same time be flexible to changes at any moment, such as unscheduled visits from clients.

It is important to understand that the actions you take as an Eligibility Worker affect the lives of clients and their families.

### **CONTROVERSIAL ISSUES**

As an Eligibility Worker you may be required to take actions that conflict with your own values. An Eligibility Worker must be able to accept clients' differences and interact with them in a non-judgmental manner. Some of the controversial issues encountered in an Eligibility Worker environment include:

- Granting Medi-Cal for clients requesting abortions
- Granting Medi-Cal to minors without their parent's knowledge
- Clients with AIDS and other communicable diseases
- Applicants/recipients involved in Welfare fraud.
- Clients who have substance abuse dependency
- Clients who are domestic violence victims
- Clients who are mentally ill
- Clients with felony convictions
- Homeless individuals and families
- Elderly and/or disabled clients placed in long-term care facilities
- Mandatory report of child and adult abuse
- Clients whose life style, culture and/or values may be significantly different than your own