

Medina County Job and Family Services

Position Description

Division:	Eligibility Services
Supervisor:	21300.0 Judy Horner

Classification:	Eligibility Screener	Working Title:	Eligibility Support Specialist
Class Number:	30112-Medina	Position Control Number:	21304.0.0
Status:	Bargaining	Pay Range:	25

Summary of Essential Duties

Under the direct supervision of the unit supervisor, conducts an evaluation of an applicant=s situation when they first enter the agency. The Eligibility screener determines the reason of the application by conducting a verbal interview, determines the needs of the applicant and prepares the applicant for the interactive interview with an appropriate Eligibility Specialist worker. Appointments are scheduled and cases are processed for clearing through CRISE. Eligibility Screeners complete prescreening for entitlement to an expedited interview for Food Stamp applicants and also determine if there are other services in the community that the applicant should be referred to. In the event of a staff shortage, the Eligibility Screener may also be expected to determine eligibility for Expedited Food Stamps and/or Expedited Medicaid.

Functions of the Position

1. Is familiar with and functions in accordance with the classification specifications and agency policies and procedures.
2. Presents self in a professional, ethical and culturally sensitive manner to co-workers, staff, other agency personnel and the public.
3. Returns phone calls and correspondence in a timely manner, adhering to agency policy and time frames.
4. Conducts interactive interviews to evaluate the applicant=s situation, explains the services and programs available through MCJFS and discusses service alternatives, making referrals to other appropriate community agencies.
5. Completes application clearance and registration via CRISE and prescreens for entitlement for expedited services.
6. Schedules appointments for the clients with the appropriate Eligibility Services worker and provides specific verification requirements.
7. Maintains Customer Support Team (CST) data base.
8. **Provides clerical services as needed (i.e., greets people entering the agency, performs general receptionist duties, logs in number of visitors, writes receipts, addresses and mails application packets, types, makes copies).**
9. Provides assistance to Eligibility Services (i.e. types emergency assistance vouchers (PRC), completes income verifications, completes affidavits for replacement warrants, sends out

- reapplication packets and processes hospital referrals.
10. Provides temporary coverage for other clerical units (i.e. phone system, mail) and unit coverage as needed.
 11. **Responsible for the Ohio Directional Card process and issuance (i.e., trains applicants on the use, researches and clears problems, completes EBT State reports, completes inventory)**
 12. Operates and maintains various office equipment
 13. Attends training as needed
 14. Meets all job safety requirements and all applicable OSHA safety standards that pertain to job duties.
 15. Performs other duties as assigned.

Knowledge, Skills and Abilities

Knowledge of: Interviewing principles; CRISE; case clearance process; application clearing process; relevant agencies and community programs for referrals; information and referral principles; scheduling appointments; office practices and procedures; mailing procedures; public assistance programs; computer operations; word processing functions; office equipment; typing principles; Information Referral Services forms and usage; Social Welfare Issues.

Skill in: Oral communication; interviewing; organization; typing; English grammar and composition; writing; listening; performing computer operations; word processing; filing; determining eligibility for selected programs; operating office equipment; telephone procedures; performing mathematical calculations;

Ability to: Give or exchange facts or routine information; answer routine questions/inquiries; complete forms and applications; refer clients to appropriate programs and resources; determine services clients need; assist clients with paperwork; coordinate the work activities of others; type dictation into a case record; advise clients involving simple or routine matters; use computers; enter data; perform computer operations; perform intermediate mathematical operations; gather, collate and summarize data; write reports; extract information from various sources; work in a team; follow written and verbal instructions; complete forms; recognize unusual or threatening situations; sort items into established categories according to established methods; interpret technical material; listen to clients for problems and provide response or explanations in finding a resolution; interact with hostile or angry individuals; maintain accurate records; keep material organized and easily accessible; work independently; prepare correspondence; perform multi-tasks under time restraints; perform a full range of standard clerical assignments.

Qualifications

A Bachelor=s Degree or higher from an accredited institution

or

Possession of an Associate Degree or Junior class standing from an accredited institution and one (1) year paid experience in a position with experience in KSA=s including interviewing, budgeting, office practices, computer operations and customer relations in a governmental agency or private sector business,

or

Currently pursuing a degree seeking program with a minimum of fifteen(15) hours completed, and six (6) months or more experience as the agency file clerk, mail clerk, telephone operator or higher position,

or

One(1) or more years experience as an Eligibility Screener or higher position , with extensive experience in determining eligibility for financial assistance, food stamps, medical program eligibility and/or processing nursing home applications, CMS or Community Medicaid programs.

Additional Requirements

- Must successfully undergo BCI background check
- Successfully complete an alcohol and drug screening
- Possess a valid Ohio Driver=s License
- Provide proof of eligibility to work in the United States

Inherently hazardous or physically demanding working conditions:

May encounter irate clients or individuals; may have some exposure to individuals with contagious or communicable disease; is occasionally exposed to unsanitary conditions (insect infestation, bodily wastes) or odors; may have some exposure to common chemicals found in an office environment, such as toner and correction fluid.

Eligibility Screener P.C.N. 21302.0

List Position Numbers and Class Titles of Positions directly supervised:	Signature of Agency Representative:	Date:
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