

CLASS SPECIFICATION



CLASS: Eligibility Supervisor
ALLOCATION: Health & Human Services
FLSA STATUS: Non-Exempt
UNION AFFILIATION: YCEA

ESTABLISHED: Prior 1985
REVISED: 6/13; August 2019

JOB SUMMARY:

Under general supervision, plan, assign, supervise, motivate, review and evaluate the work of staff assigned to an eligibility unit; ensure agency standards, program rules and regulations are met; interpret policies and procedures for staff direction; provide input and assist in the development of departmental procedures; review cases completed by staff for consistency and program conformance; provide quality customer service; act as an advocate for clients and their dependents and perform related work as assigned.

This is the supervisory level in the eligibility social services class series.

CLASS CHARACTERISTICS:

This position reports directly to Health and Human Services Program Manager or other designated manager in Health and Human Services. This class is distinguished from Health and Human Services Program Manager in that the latter is a division-level management class, providing administrative oversight through subordinate supervisory positions.

EXAMPLES OF DUTIES:

Essential:

- Supervise, assign, plan, review, and evaluate the work of assigned subordinate staff; implement County, departmental and divisional policies, procedures, and service standards in conjunction with management; update procedural manuals as required; ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.
- Assist with defining, designing, implementing, and evaluating staff training and development programs, customer service initiatives and performance measurement criteria; provide or coordinates staff training; train and instruct staff in job duties and County, departmental, and divisional policies, or arrange for training to be provided; provide guidance to support professional development of staff; participate in the selection of staff including, conducting interviews and making staffing recommendations to management.
- Complete performance evaluations of subordinate staff; evaluate staffs' job performance and conformance to regulations; provide direction, encouragement, and praise through regular feedback sessions; discuss job performance problems with staff in order to identify causes and issues, and to work on resolving problems; recommend discipline and implement discipline procedures as needed/directed.
- Conduct regular staff meetings regarding work planning, rule and regulation changes and work issues.
- Coordinate activities of the unit with those of other units in the department and other community service and direct service provision agencies.
- Ensure that agency standards are met and that regulations and program rules are administered in a consistent manner and that multi-program eligibility issues are resolved.
- Review case actions taken by staff for accuracy and consistency.
- Develop and implement caseload management techniques to ensure that case actions are processed within specific time limits established by federal and state regulations and local policy.
- Prepare reports, correspondence and other written materials.
- Resolve issues and complaints of customers, including irate or disruptive customers when issues cannot be resolved by subordinate staff.
- Interpret policies, procedures and regulations for complex case work and direct staff in the handling of such cases.
- Confer and act as liaison with representatives of other public and private organizations to provide support and services.
- May have specific support assignments related to the areas of quality assurance.
- Troubleshoot and correct erroneous eligibility determinations by reconciling entries in the automated data system; review and test data entry procedures.
- May manage confidential cases including processing applications and/or claims and ongoing case work.

Important:

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Assist in the development of productive working relationships between customers and case workers.
- May be required to drive a motor vehicle.
- Read and interpret computer print-outs and information on computer screens.

ASSIGNMENT SPECIFIC DUTIES (in addition to the above)**Call Center**

- Investigate and resolve escalated and difficult customer service complaints.
- Measure performance utilizing an electronic monitoring system, to review and assess a broad, representative sample of incoming customer calls, internally elevated calls, outgoing customer calls and written responses to customer inquiries to continuously improve processes and meet customers' expectations.
- Reinforce performance expectations to ensure service standards are clearly defined and customer service goals are consistently met.

EMPLOYMENT STANDARDS:**Knowledge of:**

- Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Principles and practices of employee supervision, including selection, work planning and organization, performance review and evaluation and employee training and discipline.
- Goals, purposes, policies and procedures of County human service programs.
- Laws, rules and regulations governing eligibility and grant determination for multiple public assistance programs.
- Techniques and practices of case management.
- Computer applications related to human services work.
- Techniques for performing quality control on eligibility determinations, including resources available to obtain and verify information concerning eligibility.
- Techniques for interviewing and gathering information from a varied or difficult population.
- Mathematics sufficient to interpret customer income and expense information and to calculate benefits within program guidelines.
- Record keeping principles and practices.
- Business letter writing and the standards format for typed materials.
- The structure and content of the English language, including the meaning and spelling of rules of composition and grammar.
- Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds.

Skill in:

- Motivating, developing, and directing people as they work, identifying the best people for the job.
- Leadership, scheduling and supervising staff, skills training, and delegating tasks and authority.
- Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
- Monitoring and assessing the performance of one's self, other individuals, or processes to make improvements or take corrective action.
- Planning, assigning, organizing, supervising, reviewing and evaluating the work of staff.
- Training staff in work procedures.
- Interpreting, applying and explaining rules, regulations, policies, procedures and technical information.
- Using initiative and independent judgment within established procedural guidelines.
- Analyzing and resolving complex eligibility and information systems problems related to eligibility work and suggesting procedural improvements to avoid future problem areas.

- Troubleshooting and correcting erroneous eligibility determinations made by the automated eligibility system and detecting and evaluating potential fraudulent situations.
- Communicating clear and accurate information regarding customers to social service workers.
- Making referrals to appropriate agencies and social service programs.
- Analyzing and interpreting written, numerical and verbal data from various sources.
- Establishing, maintaining and researching customer files.
- Making accurate mathematical calculations.
- Preparing clear and accurate notes, reports, correspondence and other written materials.
- Entering data into a computer system with sufficient speed and accuracy for performing the work' reviewing computer produced documents for accuracy and making appropriate corrections.
- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds.
- Identifying customer needs and providing excellent customer service.
- Effectively and professionally communicating with those contacted in the course of the work and ensure timely and efficient service.

Ability to:

- Listen carefully to what other people are saying, take time to understand the points being made, and ask questions as appropriate for clarification.
- Maintain composure, keep emotions in check, control anger, and avoid aggressive behavior, even in very difficult situations.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Process a high volume of work amid interruptions.
- Add, subtract, multiply or divide quickly and accurately and identify the appropriate mathematical method or formula to solve a problem.
- Organize, plan and prioritize work, developing specific goals and plans to accomplish your work in a timely manner as established by regulations and local policy.
- Take action on controversial issues that may conflict with personal values and interact with customers in a non-judgmental manner.
- Accurately gather, record and correctly evaluate data necessary for the determination of eligibility for one or more categorical aids including, but not limited to, CalFresh, public assistance cash programs and Medi-Cal.
- Detect and evaluate potential fraudulent situations.
- Respect the right of privacy and maintain confidentiality of customers.
- Manage customer interactions professionally, proficiently, and with good communication skills.
- Be attentive to and accurately record details of customer conversations and referrals.
- Type at a rate of 35 net words per minute from printed copy.

Call Center Assignment Specific Abilities (in addition to the above)

- Listen and/or speak while using the computer keyboard at the same time.
- Provide respectful, equitable and consistent treatment across all channels of interaction (e.g. in-person, telephone, etc.)
- Deliver services in a professional and respectful manner (with linguistic and cultural sensitivity) so that the customer's satisfaction with the process meets or exceeds his/her expectations from the point of first contact throughout the customer's experience with the Department.

Physical Demands: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual

dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; stamina to maintain attention to details for extended periods of time; and the ability to sit or walk for prolonged periods of time.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment:

- Generally a typical office environment

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications the County reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures:

Licenses and Certification:

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment.
- When assigned to Veterans' Services and within one year of employment, obtain and maintain annually thereafter the Veterans Affairs accreditation by a National Service Organization and/or the California Department of Veterans Affairs.
- Typing/keyboarding Certificate: Min: Net 35 words per minute (wpm). Typing/Keyboarding Certificate must indicate result from a five (5) minute test of at least the minimum net wpm required.

Special Requirements:

- Must successfully complete an extensive and thorough background investigation which includes Live Scan fingerprinting prior to hire.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.
- If assigned to the Call Center, will be required to work a flexible schedule to include evening and weekend hours.
- May be required to work a flexible shift outside of normal working hours including evening and weekend hours.

Education and Experience:

MINIMUM: Graduation from high school and four (4) years of recent experience at a level equivalent to the County's class of Appeals Specialist, Eligibility Technician I/II or Senior Eligibility Technician.

PREFERRED: In addition to the minimum, two (2) years of college (60 semester units) with major coursework in a field related to human services or accounting/business, experience in a lead capacity in public assistance, and additional years of experience as defined above.

This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.

Health & Human Services Approval:
Date:

EEOC: F
WC: 8810

Human Resources Analyst Approval:
Date:

Signature: _____

Signature: _____