



THIEF RIVER FALLS, MINNESOTA 56701

ELIGIBILITY WORKER

Pennington County Human Services, Thief River Falls, MN is seeking qualified candidates for a full-time (37.5 hour/week) Eligibility Worker. Responsibilities include processing applications and determining eligibility for SNAP (food support), health care and cash assistance. This position requires the worker's ability to conduct client interviews, accurately process detailed information and make sound decisions based upon federal and state program guidelines as well as local policy. Essential skills include; strong communication, ability to be objective, ability to relate well with the public and the ability to manage multiple cases. Keyboarding/Word Processing and basic math skills are a must. Starting wage is \$18.81/hour.

Minimum qualifications of education and experience are: (1) Three years of clerical experience or experience working with the public, or some combination of the two, totaling three years, or (2) Two years of clerical experience in a social services/human services agency, or (3) Two years of study at an accredited two or four year college or university or similar institution, with emphasis in the behavioral sciences, business, or closely related subjects (at least 23 quarter credits or 16 semester credits), or (4) Successful completion of the technical college Public Welfare Eligibility Worker certificate program (applicants must be within six months of completion of the program). Successful completion of the technical college Public Welfare /Eligibility Worker certificate program will substitute for one year of the required clerical experience or experience working with the public.

Applicants must apply to and be determined eligible for employment as an Eligibility Worker by the Minnesota Merit System. Minnesota Merit System's on-line application center may be accessed at <http://agency.governmentjobs.com/mnmeritsystem/default.cfm> . Applications for this position will be accepted by the Minnesota Merit System until 12:00 pm (noon) on 05/22/2017. For additional information contact: Ken Yutrzenka, Director, Pennington County Human Services, PO Box 340, Thief River Falls, MN 56701, by telephone at (218) 681-2880 or by email at kcyutrzenka@co.pennington.mn.us.

Pennington County is An Equal Opportunity Employer

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POSITION DESCRIPTION PENNINGTON COUNTY

SECTION I: GENERAL INFORMATION

Position Title: Eligibility Worker	Department: Human Services
Immediate Supervisor's Position Title: Financial Assistance Supervisor	FLSA Status: Non-Exempt
Job Summary: Under the direction of the Financial Assistance Supervisor, the Financial Worker is responsible for determining initial and on-going the eligibility of clients for a wide variety of income maintenance programs in accordance with county, state and federal rules and policies applicable to each program. Duties include providing information and referral to other community resources (e.g. legal, housing, employment, transportation, etc.) or social service programs to assist families and clients become self-sufficient.	

SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES

- Conducts interviews with clients to obtain the necessary and relevant information needed to process applications, assess client needs, status and financial situation and to process ongoing case management activities in accordance with DHS guidelines.
- Educates all applicants and recipients regarding program guidelines, expectations and procedures prescribed by DHS.
- Advises and counsels clients on viable options, other community resources, and promotes self-sufficiency as it related to eligibility for income maintenance programs. Serves as a case manager or central point of communication between the client, legal services, attorneys, and other community support programs, and providers. Provides information and referral to nursing homes, hospice, senior linkages, etc., as appropriate.
- Assists law enforcement and County Attorney's Office in preparing for cases of suspected fraud. Prepares county case for appeal hearings and documents actions taken by County. Provides testimony at appeal hearings.
- Serves as an advocate on the client's behalf when needing assistance in problem solving and addressing service delivery issues cause by poor communication, oversight, poor coordination of services and bureaucracy (i.e. HUD, utility companies, landlords, state agency representatives, etc.).
- Establishes and maintains accurate and complete case/client records.
 - a) Enters all client and case data on department systems and databases.
 - b) Documents all information received and actions taken.
 - c) Authorizes and issues cash assistance, food support, and medical benefits and issuance of emergency benefits.
 - d) Calculates the client's financial obligations, if any, for health care programs.
 - e) Processes household reports and change report forms and updates case system files.
 - f) Requests required documentation and verifications needed.
 - g) Enters information on department systems to determine ongoing eligibility.

- Participates in continuing education, trends and changes in public assistance program requirements or department procedural changes.
 - a) Attends staff meetings and training sessions.
 - b) Reviews changes in program eligibility criteria or processing requirements set out by MN Dept. of Human Services. Makes appropriate changes to client eligibility.
- Fulfills responsibilities as a mandated reporter to appropriate community agencies, social services, and/or law enforcement agencies.
- Performs other duties of a comparable level or type, as required.

SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS

EDUCATION/KNOWLEDGE REQUIREMENT: Minimum education required to perform adequately in position could reasonably be attained only by completing the following:

REQUIRED EDUCATION/TRAINING (choose one)		DEGREE INFORMATION: Type of degree: (B.S., M.A., etc.)	
	less than high school diploma	Major field of study or degree emphasis:	
x	High school diploma or GED.		
	1 year college 2 years college		
	3 years college 4 years college		
	1st year graduate level	Essential knowledge and specialized subject knowledge required to perform the essential functions of the job: <ul style="list-style-type: none"> • Knowledge of financial assistance programs and requirements learned through the Department of Human Services. • Knowledge of interviewing techniques. • Knowledge of agency programs, services, policies, procedures and organization. • Fundamental knowledge of community resources. • Knowledge concerning the operation and use of computer equipment and human service customized applications and software (e.g. MAXIS, MMIS, SIR, etc.). • Fundamental knowledge of human behavior and mandated reporting. • Fundamental knowledge of office procedures. 	
	2nd year graduate level		
Required Work Experience in Addition to Formal Education/Training: Minimum of 3 years related clerical experience that includes experience working with the public. Post secondary education in the behavioral science can substitute for experience on an equivalent basis.			
LICENSE/ CERTIFICATION	Identify licenses/certification required upon hire: Requires a valid driver's in the State of MN. Pass MN Merit System Examination. After hire may be required to various certifications, as required by DHS.		



RESPONSIBILITY FOR DIRECT SUPERVISION OF THE FOLLOWING POSITIONS

Titles of Positions Directly Supervised	# of Employees
TOTAL	

INDIRECT SUPERVISION:

Number of employees indirectly supervised:	Total:
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**ESSENTIAL SKILLS
REQUIRED TO
PERFORM THE
WORK**

Skilled in:

- Oral and written communications.
- Establishing and maintaining effective working relationships with employees, clients, supervisors, department heads, officials, and the public.
- Assessing general client issues and making necessary referrals to others inside or outside of the department, as warranted.
- Serving as an advocate for clients and in assisting clients problem solve or address disputes with other providers.
- Prioritizing and organizing a variety of responsibilities.
- Time management skills.
- Considerable attention to detail, accuracy and precision in the documentation and performance of case responsibilities.
- Applying and interpreting rules, regulations, tax records, financial documents and guidelines of various financial assistance programs consistently and appropriately across all clientele.
- Interviewing and gathering client information in a variety of areas including financial, employment, social, medical and emotional.
- Operating, using, inputting and maintaining case management records, procedures and software.
- Working independently with limited direct supervision and maintaining confidentiality.

**HAZARDOUS WORKING
CONDITIONS:** *The essential duties
of the work are performed under
various physical hazards or
environmental conditions noted.*

**Unusual or hazardous working conditions related to performance of
duties:**

Employee works primarily in an indoor office setting and is exposed to minimal adverse or hazardous physical conditions. Employees are exposed to some disagreeable, hostile, uncooperative and/or angry clients or members of the public that can make the job less than desirable. Potential hazards and risks can be minimized through departmental procedures, training, and general county risk management techniques employed by the County.



PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities				
Employee is required to:	Never	1-33% Occasionally	34-66% Frequently	66-100% Continuously
Stand		x		
Walk		x		
Sit				x
Use hands dexterously (use fingers to handle, feel)			x	
Reach with hands and arms			x	
Climb or balance	x			
Stoop/kneel/crouch or crawl		x		
Talk or hear				x
Taste or smell	x			
Physical (Lift & carry): up to 10 pounds		x		
up to 25 pounds	x			
up to 50 pounds	x			
up to 75 pounds	x			
up to 100 pounds	x			
more than 100 pounds	x			

PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities
Physical requirements associated with the position can be best summarized as follows:
Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

SECTION IV: CLASSIFICATION HISTORY AND APPROVAL

This Position Description reflects an accurate and complete description of the duties and responsibilities assigned to the position.

Department Head's Signature

Date
Classification History: Prepared 8/2011 by BCC.

