

ATTACHMENT K – FTE JOB DESCRIPTION AND QUALIFICATIONS

Summary

The Eligibility Support Specialist is responsible for obtaining client information. The FTE will determine eligibility for federally means-tested programs., This position is governed by state and federal laws and agency/institution policy.

Functions

Reviews referrals for services, form completion requirements, and community resources. Requests information to determine client eligibility or needs and forwards requests for approval to appropriate staff in accordance with established procedures. Provides information regarding resources, assistance, and services available to applicant. Evaluates requests and professional findings, in accordance with policies and procedures, and initiates procedures to grant, modify, deny, or terminate eligibility for assistance with recommendations and options for services, referring client to alternative sources, or preparing additional requests for evaluation and assistance. Interprets policy and ensures compliance with state and federal laws, regulations, legal mandates, action plans, and policies. Performs other duties as assigned.

Qualifications

- Knowledge of federal and state laws, policies, procedures, and guidelines governing client eligibility for assistance programs
- Ability to interpret and apply policies, procedures, and guidelines in determining eligibility for assistance programs.
- Ability to use computer software to produce reports and written communications.
- The formal education equivalent of a bachelor's degree in psychology, sociology, or a related field
- Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management

OTHER JOB-RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, THE CONTRACTOR WILL DOCUMENT RELATED EDUCATION AND/OR EXPERIENCE AND PROVIDE TO DHS IF REVIEW IS REQUESTED AS PART OF A CORRECTIVE ACTION PLAN.

Responsibilities

- The Eligibility Support Specialist is responsible for obtaining client information and determining eligibility for federally means-tested programs.
- This position is governed by state and federal laws and agency/institution policy.
- Requests information to determine client eligibility or needs and forwards requests for approval to appropriate staff in accordance with established procedures.
- Evaluates requests and professional findings, in accordance with policies and procedures, and initiates procedures to grant, modify, deny, or terminate eligibility for assistance with recommendations and options for services, referring client to alternative sources, or preparing additional requests for evaluation and assistance.
- Interprets policy and ensures compliance with state and federal laws, regulations, legal mandates, action plans, and policies.
- Performs other duties as assigned.