



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
ELIGIBILITY WORKER
HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for determining eligibility for public assistance programs and services; securing and verifying case data and taking appropriate action where necessary. Reports to the Eligibility Supervisor.

There are two (2) levels of Eligibility Worker distinguished by the level of work performed and the level of experience of the employee.

ESSENTIAL JOB FUNCTIONS

Determines initial and ongoing eligibility for benefits and public assistance programs and services by interviewing applicants, explaining rights and responsibilities, and interpreting policies; manages an on-going caseload, and coordinates Virginia's Initiative for Employment not Welfare (VIEW) work requirements with employment services.

Processes cases by verifying customer statements, completing evaluations and review sheets, setting up records and files, keeping applicants informed, advising of alternatives and maintaining records.

Identifies suspected fraud cases, prepares summaries of facts for fraud and overpayment, represents the agency in hearings and court appeals and takes appropriate action as required; responds to state, federal and internal case review inquiries; reviews and maintains program and policy manuals and prepares reports as needed.

Assists with coordinating error management and prevention of financial services programs to include developing standard operating procedures; assists with evaluating accuracy and productivity utilizing quality and quantity data and developing and implementing corrective action plans and assists with identifying error trends and conducting/coordinating targeted case readings.

Attends in-service and other training sessions and conferences and may represent the agency on committees or task force groups. Makes service referrals within the department and to other agencies as needed and resolves a variety of customer's concerns.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- **Human Services** - Thorough knowledge of Benefits programs and policies including federal, state, and local regulations related to determining eligibility. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services.
- **Case Management** - Knowledge of case management techniques, principles and practices to evaluate and coordinate the delivery of public assistance to customers and their families.
- **Customer Service** – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- **Judgment/Decision Making** – Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Computer Skills** - Utilizes a personal computer with word processing, spreadsheet, and related payroll software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- **Interpersonal Relationships** - Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.

REQUIRED ABILITIES

- **Time Management** - Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet strict deadlines.
- **Communication** - Excellent ability to communicate complex ideas and proposals effectively so others will understand. Excellent ability to listen and understand information and ideas presented verbally and in writing.

EDUCATION AND EXPERIENCE

Eligibility Worker I - Requires a High School Diploma and 1 year of related eligibility experience or an equivalent combination of education and experience.

Eligibility Worker II - Requires a High School Diploma and 2-4 years of directly related eligibility experience or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.