

MN Merit Job Description

Eligibility Worker (formerly Financial Worker)

Kind Of Work

Under general supervision, performs a variety of tasks related to the determination of eligibility of clients for income maintenance programs and services; establish initial and on-going eligibility for multiple income maintenance programs; communicates program requirements and assists program participants in understanding how to maintain eligibility; supports program participants in achieving the highest degree of independence and in addressing barriers to self-sufficiency; provides education, enrollment and assistance to managed health care enrollees; makes appropriate referrals to other community resources; and performs related work as assigned.

Examples Of Work (Illustrative Only)

- Interviews clients to obtain necessary factual information, and verifies information received from clients.
- Determines eligibility and the amount of benefits for a variety of income maintenance programs, including cash, food, medical and child care assistance.
- Explains application procedures to individuals or groups and answers questions of individuals on how to complete the application forms.
- Communicates program time limits, expectations and other program requirements to the client, and serves as central point of communication for financial, child care and employment services.
- Advises clients on viable life options and promotes self-sufficiency.
- Informs applicants about managed health care, determines eligibility for enrollment in managed health care, determines the most cost effective insurance, and resolves problems and questions from health plans, health care providers, enrollees and other staff.
- Performs data entry into multiple county and state computer systems and retrieves information from those systems.
- Re-determines eligibility and benefit amounts required by changes in a client's status, by reviewing and verifying client information, preparing budgets and related documents, and calculating benefit amounts in accordance with established benefit standards.
- Maintains complete and accurate records on client's eligibility for all assigned programs.
- Provides requisite information on new and existing cases to child support, employment services and other appropriate staff.
- Advises clients of case status, including explaining eligibility requirements and benefit factors, assesses client needs, and refers clients to programs and other community resources to assist them in maintaining eligibility, or in the event that the client is no longer eligible for public assistance.
- Responds to complaints of clients and informs clients of the right and method of appeal and other legal rights.
- Prepares county case for appeal hearings, documenting the actions taken by the county and

provides testimony at the appeal hearing.

- Assists law enforcement and the county attorney's office in preparing cases for prosecution and provides testimony in court.
- Makes referrals to social services, when appropriate.
- Makes contacts with community resources as assigned.
- Provides input into the development and evaluation of the income maintenance unit's policies and procedures.
- Composes correspondence and constructs reports as needed.

Knowledge, Skills And Abilities Required

- Knowledge of office procedures, practices, equipment and software programs.
- Knowledge of multiple complex computer systems.
- Knowledge of interviewing techniques and skills in conducting interviews.
- Knowledge of the income maintenance program rules, regulations, benefits and methods of determining eligibility.
- Knowledge of other sources of financial support, including Social Security, reemployment insurance, veterans benefits, worker's compensation, and disability insurance/pension programs.
- Knowledge of the basic principles of foster care, child and adult protection criteria, and a general understanding of mental and physical illnesses.
- Knowledge of community resources such as emergency housing, food, social services and diversionary assistance programs.
- Knowledge of real and personal property, estate and ownership laws, and their relationships to public assistance program eligibility.
- Knowledge of human behavior.
- Skill in communicating, in written and verbal form, with a culturally diverse clientele.
- Data entry and keyboarding skills.
- Ability to establish and maintain effective working relationships with clients, public, co-workers and agency administration.
- Ability to effectively explain income maintenance programs and procedures to recipients who are distraught.
- Ability to handle frequent procedural changes and client personal and financial crises.
- Ability to organize work, set priorities, make decisions and work independently under stress.
- Ability to be objective/non-judgmental.
- Ability to accurately and rapidly process detailed information.
- Ability to establish and maintain accurate and systematic records.
- Ability to express ideas clearly and ability to comprehend and follow complex written and verbal instructions.
- Ability to communicate effectively, both orally and in writing.

- Ability to interpret legal documents, complex rules, manual materials and bulletins as they apply to income maintenance programs.

Minimum Qualifications of Education And Experience

- Three years of clerical experience or experience working with the public, or some combination of the two, totaling three years.

or

- Two years of clerical experience in a social services/human services agency.

or

- 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

- Successful completion of the technical college Public Welfare Eligibility Worker diploma program (applicants must be within six months of completion of the program).

or

- 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.

Class Code 951

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