

ATTACHMENT K – FTE JOB DESCRIPTION AND QUALIFICATIONS

Summary

The Eligibility Support Specialist is responsible for obtaining client information, preparing, and monitoring case plans, coordinating services with providers, and preparing information and recommendations. 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
- Knowledge of community-based programs and services
- Ability to interpret and apply policies, procedures, and guidelines in determining eligibility for assistance programs.
- Ability to provide technical assistance.
- 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. A MONTHLY REPORT WILL BE PROVIDED TO DHS FOR ALL CONTRACTORS WHO DON'T MEET THE MINIMUM EDUCATIONAL REQUIREMENTS.

Responsibilities

- The Eligibility Support Specialist is responsible for obtaining client information, preparing, and monitoring case plans, coordinating services with providers, and preparing information and recommendations.
- 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.

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- Provides information regarding resources, assistance, and services available to applicants and may visit with client and family members in their homes to determine client needs and provide family and/or parent behavior modification counseling.
- 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.
- Writes individualized plan of care and contacts participating private and public service providers for assistance.
- Interprets policy and ensures compliance with state and federal laws, regulations, legal mandates, action plans, and policies.
- May serve as a liaison to other divisions and agencies to develop policies and procedures for community-based programs.
- Performs other duties as assigned.