ELIGIBILITY EXAMINER (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class follows established laws, rules, policies as set forth by the New York State Department of Social Services as well as all departmental protocols relating to the delivery of Temporary Assistance services in determining initial categorical classification and financial eligibility for the various programs and services the department provides. Responsibilities involve interviewing customers, opening new cases, working with customers on achieving self-sufficiency goals, and regularly monitoring and taking action upon any change in a case to re-evaluate categorical classification, income maintenance and continued financial eligibility. Incumbents use a variety of management database systems to keep detailed automated records on all actions taken on cases, and follow established protocols with regard to case documentation and maintenance. This level is distinguished from Eligibility Clerk in that only the Eligibility Examiner or higher level eligibility staff has the authority to make eligibility determinations and redeterminations, compute and authorize customer budgets, and open, close, or reopen cases. The duties require proficiency in both the Spanish and English language, to provide interpretive and informational services. Incumbents are expected to exercise independent judgment in planning and carrying out assignments within prescribed rules, policies and procedures. Supervision may be exercised over Eligibility Clerks and clerical support staff. Guidance and instruction to co-workers and subordinate staff is provided on an on-going basis. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Communicates orally and in writing in both the Spanish and English language to provide interpretive and informational services for customers;

Conducts interviews of customers applying for temporary assistance benefits; evaluates and verifies income and resources to determine categorical and financial eligibility for benefits such as: Temporary Assistance to Needy Families (TANF), Emergency Assistance to Families (EAF), Emergency Assistance to Adults (EAA), housing, medical assistance, SNAP, Veteran's Benefits and Assistance, Child Support and Enforcement, etc.;

Applies temporary assistance laws, rules, policies and procedures as well as departmental guidelines and protocols in evaluating the financial eligibility of applicants, including both present and potential income resources, as well as all supporting documentation to open, recertify, re-open or close a case;

Makes re-determinations relating to customer categorical classification and financial eligibility on an ongoing basis;

Computes and authorizes customer budgets according to Federal and state guidelines, as well as departmental protocols;

Ensures that customers requiring basic needs such as food, shelter, fuel, clothing and furnishings, are immediately referred to and serviced by the appropriate program staff, when necessary, for the immediate well being or safety of the customer and/or dependent children;

Authorizes emergency grants as needed in accordance with all Temporary Assistance laws, rules, policies and procedures;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Authorizes payments for emergency assistance to avoid utility turn-offs, facilitate moving requests, assist with emergency housing placements, and other special needs allowances;

Explains all aspects of eligibility to customers and explains their required ongoing responsibilities to remain eligible for benefits, including their duty to inform the agency of any change in status which may affect their eligibility for continued assistance;

Monitors assigned cases on a regular basis for any change in household makeup, demographics, financial income or any other element that may affect a customer's eligibility for services;

Makes field visits for purposes of interviewing homebound applicants to certify or recertify customers for program benefits;

Acts as liaison with other agencies, landlords, utility and fuel companies and interagency units on behalf of the department and/or the customer;

Works with customers on attaining goals towards self sufficiency by referring them to services and programs to increase their skills, cultivate interests, assist in their pursuit of education, etc.;

Makes referral to other DSS units or other human services agencies, as needed;

Conducts both random and scheduled field investigations of both customers and contracting agencies to detect suspected fraud and to help prevent and reduce fraud; audits records and/or reviews customer eligibility to assure compliance and prepares reports thereon;

Prepares statistical reports and analyses of trends in service provided to assist managers in program planning and development;

Compiles information necessary to obtain Family Court orders directing individuals to make support payments when voluntary agreement for payment cannot be reached;

Contacts and interviews all collateral parties and agencies thought to possess information on the whereabouts of an absent parent;

Informs applicants of the various program(s) for which they are eligible for assistance as well as the scope of services provided by the department;

May analyze, develop and coordinate service delivery and automated systems on assigned projects;

May present case information in Family Court and at Fair Hearings, as needed;

May serve as lead worker or expert resource for less experienced Eligibility Examiners by handling more complex or difficult eligibility or classification cases;

May supervise eligibility and clerical support staff;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of federal, state and local social services laws and programs as they affect eligibility for financial assistance; familiarity with other laws and programs as they affect eligibility, such as Workers' Compensation, Social Security and Unemployment Insurance; ability to deal effectively with others; ability to analyze facts obtained and use facts in making decisions regarding eligibility; ability to communicate both orally and in writing; ability to understand and follow both written and oral directions; proficiency in basic mathematics; ability to interview in order to elicit sufficient information required by federal, state and local directives and the ability to assess the information provided; ability to communicate to clients their obligations, responsibilities and rights; ability to write clearly and concisely; ability to relate to clients in an understanding and objective manner; ability to speak, read, write, read, and listen to the Spanish language at a level sufficient to pass a Spanish Language Proficiency Test; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; initiative; tact; good judgment; emotional maturity; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either: (a) a Bachelor's degree*; or (b) four years of experience where the primary function of the position was examining, investigating, or evaluating claims for assistance, veteran's or unemployment benefits or insurance, using established criteria to determine eligibility; or (c) a satisfactory equivalent combination of training and experience as defined by the limits of (a) and (b).

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENTS: Possession of a valid license to operate a motor vehicle in the State of New York will be required at time of appointment and maintain same while in the title.