



Office of Human Resources
Eligibility Specialist - CA2666
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General Statement of Duties

Performs advanced level eligibility work that involves extensive client interaction, responds to situations or programmatic issues that are complex, and maintains current information on programs and resources including federal, state, county and community resources, and works with clients in-person and/or in a high-volume call center environment.

Distinguishing Characteristics

This classification performs advanced level eligibility work that involves extensive client interaction and resolving complex eligibility issues. Eligibility Specialists will perform work at the highest level of responsibility and acts as subject matter expert in multiple areas of eligibility.

This classification is distinguished from the Eligibility Technician II classification that conducts interviews to determine initial and on-going financial eligibility for public assistance programs. The Eligibility Specialist is distinguished from the Lead Eligibility Technician that performs permanently assigned lead work duties over Eligibility Technician I and IIs including providing on-the-job training, monitoring work, ensuring accurate application of program rules and regulations, and identifying areas for process improvement.

There are four classifications in the eligibility series. The Eligibility Technician I is the introductory/entry level classification which primarily focuses on learning the program and processing Food and Medical Assistance cases. The Eligibility Technician II classification performs full eligibility work, which incorporates additional programs such as Adult Financial, Long Term Care and/or Colorado Works, with increased levels of independence. The Eligibility Specialist classification performs advanced level eligibility work as a subject matter expert, which may include analysis and processing of high level data and reports, independently processing eligibility cases, to include assignments with community partners and, and/or high-level research and problem solving of difficult eligibility cases. The Lead Eligibility Technician performs permanently assigned lead work over eligibility technicians.

Essential Duties

Assists clients in application for public assistance programs and determines appropriate services/programs to meet the needs of clients by conducting eligibility interviews, researching and evaluating all necessary information such as family members and relationships, financial status, and income resources.

Reviews and interprets legal documents provided by the client such as court documents/orders, property transactions, trusts, annuities, life insurance policies, financial transactions, and transfers of resources in order to determine eligibility for public assistance programs.

Acts as an eligibility determination subject matter expert for the total array of programs and services available to clients and serves as a resource to eligibility staff by assisting staff with difficult/complex cases, formulating approaches to address issues/problems, and briefing supervisors/managers on reoccurring concerns and issues.

Serves as a community resource specialist for clients and refers clients to internal and/or external services and services providers.

Determines initial and on-going eligibility for public assistance programs in accordance with federal, state, and county rules and regulations, approves and issues benefits, and facilitates entry into community based programs.

Records client information, enters and updates information into complex state and county computer systems, and responds to inquiries about case records for administrative state hearings, federal reviews, fraud investigations, and federal and state program management and evaluation.

Monitors changes in client's status, contacts clients to verify changes, and makes appropriate adjustments to eligibility and support payments.

Maintains current knowledge of the Colorado Benefits Management System, programs, policies, and community resources and adjusts work processes to ensure accurate provision of benefits.

Synthesizes and analyses reports from multiple state and city data sources to aid the divisions leadership in maintaining state mandated metrics and service delivery standards.

Provides quality customer service with dignity and response to all client in need.

Develops the ability to communicate eligibility results to clients and explain how the outcome was determined.

Protects confidential and personal information for any inappropriate disclosure.

Meets productivity and quality expectations to meet the needs of the division's clients.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Attention of Detail – Is thorough when performing work and conscientious about attending to detail.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

Technical Competence - Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

Knowledge & Skills

Knowledge of interviewing techniques sufficient to be able to elicit information.

Knowledge of policies, procedures and regulations of eligibility programs sufficient to be able to locate relevant information and reference materials and provide technical support and assistance.

Knowledge of data privacy and protection practices.

Skill in large scale data analysis, error trending and planning

Skill in independently adapting, interpreting, and applying written guidelines, precedents, and standardized work practices to a variety of unprecedented or problematic situations.

Skill in the use of computer software, including word processing, spreadsheet, document management, electronic mail and database programs.

Skill in multitasking while using multiple systems and information resources to gather and research information necessary to process a case.

Skill in time management and ability to maintain a high level of productivity and quality in a high-volume environment and competing priorities.

Skill in tactfulness and de-escalation when assisting clients in need who may display a level of unpredictability.

Level of Supervision Exercised

None

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Three (3) years of experience determining eligibility for a variety of public assistance programs.

Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

Subject to many interruptions.

Subject to long irregular hours.

Pressure due to multiple call and inquiries.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Color vision: Ability to distinguish and identify different colors.

Depth Perception: Ability to judge distances and space relationships.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Field of Vision: Ability to sharply detect or perceive objects peripherally.
Fingering: Picking and pinching, through use of fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Lifting: Moving objects weighing no more than 10 pounds from one level to another.
Repetitive motions: Making frequent or continuous movements.
Sitting: Remaining in a stationary position.
Talking: Communicating ideas or exchanging information.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Background Check Requirement

Criminal Check
Employment Verification
Education Check

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-12

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date: 3/28/2024

Revised By: MF

Class History: 5/29/22 – Revised pay grade. Revised experience requirement; 3/28/24 – Revised General Statement of Duties, Distinguishing Characteristics, Essential Duties, Competencies and Knowledge & Skills.