

Job Title: Eligibility Worker
Department: Health & Human Services
Classification: Grade 5
Reports to: Financial Assistance Supervisor
Supervises: No
Normal Business Hours: Monday – Friday, 8:00 AM-4:30 PM
Telecommute: Supervisor discretion
Union: Yes
FTE Status: 1.0 Full Time Equivalent
Last Reviewed: 08/2024

Nature of Work:

This position is responsible for determining eligibility and maintaining a caseload for all financial assistance programs (SNAP, MSA, GA, MFIP, DWP, CCAP, GRH, Title IV-E, Emergency Assistance, and multiple Health Care Programs) and ensuring compliance with program guidelines by following federal and state statute.

Communicates with:

Internally – HHS staff.
Externally - Public.

Supervision:

N/A

Essential Work Functions:

- Updates cases for changes in income and resources (e.g. COLA, guideline and mass changes, spenddowns, etc.) Maintain and apply County, State and Federal regulations, keeping aware of program changes.
- Determines eligibility according to Federal, State and County program policy guidelines and time frames, utilizing case information and verification received. If needed request additional paperwork and forms.
- Completes and processes monthly Income Reports, Annual, and Semi-annual renewals, determining ongoing eligibility. Respond to all contacts made to the Agency which requires return contact either by phone or by correspondence.
- Interview, assess, and screen all walk-in and telephone requests, arrange appropriate interviews, and assess the individual's need and refer to other resources as needed. Including but not limited to expedited SNAP services and emergency needs.
- Processes reimbursement of medical transportation, health insurance reimbursement, schedule ride requests for client, and coordinate with facilities for medical lodging.
- Enters claims in system and initiate demand letters.
- Transfer cases to other counties/review incoming cases. Research facts and correct errors found by Quality Control or through Supervisory Case Reviews.
- Prepare cases for fraud investigation, appeals, and testify in court if necessary.

Other Work Functions

- Aid in training new staff
- Performs related work as required.

Minimum Qualifications of Education and Experience:

- Requires specialized training beyond High School, but less than an associate degree.
- Three (3) years of relevant experience required.
- Ability to pass all position required background(s) and testing(s).

Knowledge, Skills, and Abilities Required:

- Understanding of the organization's goals and objectives.
- Strong interpersonal skills.
- Good written, oral, and interpersonal communication skills.
- Highly self-motivated and directed.
- Strong organizational skills.
- Excellent attention to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Able to work in a team-oriented, collaborative environment.

Persons with disabilities:

The above is a general listing of job duties. Essential and non-essential functions may vary by individual position. Reasonable accommodation may be available for both essential and non-essential job duties.

Physical Demands and Work Environment:

In compliance with Americans with Disabilities Act, the following represents the Physical and Environmental Demands:

Exposed to:	24% or Less	25% - 49%	50%- 74%	75% or more
Office environment				X
Sitting, standing			X	
Walking, reaching, pulling		X		
Typing/data entry			X	
Talking, hearing			X	
Close and distance vision		X		
Light (Under 10 pounds of force)		X		
Challenging or threatening behaviors		X		
Work with high detail/deadlines				X

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. The Board of Commissioners, County Administrator and/or the Department Head retains the discretion to add duties or change the duties of this position at any time.

Morrison County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodation to qualified individuals and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee Name: _____

Employee Signature: _____ Date: _____