

City of Fort Worth, Texas Job Description

Classification Title	Eligibility Specialist		
Job Code:	TC5110	Job Family:	Technical/Para-Professional
Pay Grade	506	Date Reviewed:	06/24/15
FLSA Status	Nonexempt	Date Revised:	

GENERAL SUMMARY

Performs intake duties and determine applicant eligibility in assigned human services or employment and training program. Completes a variety of administrative tasks in support of assigned area of responsibility.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Intakes applications and determines applicant eligibility for assigned human services or employment and training program area.
2. Receives and processes initial or reactivated applications. Reviews provided information to ensure application is complete and complies with program requirements.
3. Contacts applicant and schedules and conducts interview. Obtains further documentation to supplement initial application in order to determine eligibility.
4. Contacts employers or other agencies to verify applicant information, income and special status.
5. Determines applicant eligibility for requested program or service within established guidelines for assigned program. Notifies applicant and refers to appropriate counselor, coordinator or administrator.
6. Explains program policies, procedures, rules and regulations to potential applicants. Provides various informational brochures and videos.
7. Conducts recertification for applicable programs. Maintains file-tracking system to tag recertification dates and advises participant of recertification requirements.
8. Provides case management. Inputs initial and subsequent data into computer system and copies relevant documentation for files.
9. Makes referrals and partners with other social service agencies that assist clients' additional needs.
10. Performs other duties as required.

11. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Pertinent Federal, State and local laws, codes and regulations.
 - Computer and data entry.
 - Program guidelines.
 - Jurisdiction requirements.
 - Fair Housing ACT.
 - Fair Employment Laws.
 - City Ordinances.
 - Housing and Urban Development (HUD) and Equal Employment Opportunity Commission (EEOC) procedures.
 - Freedom of Information Act.
 - Human Relations Commissions mission and goals.
- **Skill in:**
 - Time management.
 - Professionalism.
 - Organizational.
 - Basic math.
 - Conflict resolution.
- **Ability to:**
 - Learn rules, regulations and procedures of assigned human services or employment and training program.
 - Conduct eligibility assessments for a variety of programs in assigned human services or employment and training area.
 - Apply policies, procedures, rules and regulations of specific agency in determining program eligibility.
 - Explain policies, procedures, rules and regulations to applicants.
 - Interview program applicants.
 - Communicate clearly and concisely, both orally and in writing.
 - Develop relationships with diverse groups and individuals.
 - Maintain a variety of records and files.
 - Operate office equipment including computers and supporting word processing and spreadsheet applications.
 - Establish and maintain effective working relationships with those contacted in the course of work.
 - Verify data for various programs.
 - Elicit information from clients.
 - Maintain personal relationships.
 - Explain rules, regulations and procedures for services.
 - Work with diverse population.

MINIMUM JOB REQUIREMENTS

High school diploma/GED and two years of administrative and client contact experience in a social services or related program.

OTHER REQUIREMENTS

None.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.