

Todd County

MINNESOTA



TODD COUNTY
invites applications for the position of:

Eligibility Worker Full-Time

SALARY: \$19.74 - \$25.01 Hourly

OPENING DATE: 05/30/19

CLOSING DATE: 06/14/19 04:30 PM

PURPOSE OF POSITION:

Under general supervision, performs a variety of tasks related to the determination of eligibility of clients for income maintenance programs and services; establishes initial and on-going eligibility for multiple income maintenance programs; communicates program requirements and assists program participants in understanding how to maintain eligibility; supports program participants in achieving the highest degree of independence and in addressing barriers to self-sufficiency; provides education, enrollment and assistance to managed health care enrollees; makes appropriate referrals to other community resources; and performs related work as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Basic Performance Expectations of all Todd County Staff

- Serves as a positive example to other County personnel with regard to workplace actions, decisions, work skills, attitude and adherence to workplace policy and procedures.
- Has strong communication and interpersonal skills, is honest, fair and dependable.
- Embodies teamwork and cooperation within and across County departments and with the public.
- Communicates effectively with the Department/Division leader and keeps management apprised of important matters ongoing in the department.
- Respect all colleagues, co-workers, board members and the public and lead those around you to do the same.
- This position requires regular and timely attendance in accordance with the department schedule.
- Performs other duties as assigned or apparent.

Position Specific Essential Duties and Responsibilities

The following duties are normal for this position. These duties are not to be constructed as exclusive or all-inclusive. Other duties may be required as assigned. To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

- Interviews clients to obtain necessary factual information, and verifies information received from clients.
- Determines eligibility and the amount of benefits for a variety of income maintenance programs, including cash, food, medical and child care assistance.
- Explains application procedures to individuals or groups and answers questions of individuals on how to complete the application forms.
- Communicates program time limits, expectations and other program requirements to the client, and serves as central point of communication for financial, child care and employment services.
- Advises clients on viable life options and promotes self-sufficiency.
- Informs applicants about managed health care, determines eligibility for enrollment in managed health care, determines the most cost effective insurance, and resolves problems and questions from health plans, health care providers, enrollees and other staff.

- Performs data entry into multiple county and state computer systems and retrieves information from those systems.
- Re-determines eligibility and benefit amounts required by changes in a client's status, by reviewing and verifying client information, preparing budgets and related documents, and calculating benefit amounts in accordance with established benefit standards.
- Maintains complete and accurate records on client's eligibility for all assigned programs.
- Provides requisite information on new and existing cases to child support, employment services and other appropriate staff.
- Advises clients of case status, including explaining eligibility requirements and benefit factors, assesses client needs, and refers clients to programs and other community resources to assist them in maintaining eligibility, or in the event that the client is no longer eligible for public assistance.
- Responds to complaints of clients and informs clients of the right and method of appeal and other legal rights.
- Prepares county case for appeal hearings, documenting the actions taken by the county and provides testimony at the appeal hearing.
- Assists law enforcement and the county attorney's office in preparing cases for prosecution and provides testimony in court.
- Makes referrals to social services, when appropriate.
- Makes contacts with community resources as assigned.
- Provides input into the development and evaluation of the income maintenance unit's policies and procedures.
- Composes correspondence and constructs reports as needed.

MINIMUM TRAINING AND EXPERIENCE REQUIRED:

High school diploma or GED and any combination of education and experience equivalent to two years of progressive related experience in a social service agency and/or educational program.

Must pass a criminal background check.

Bilingual (English/Spanish) preferred.

***To successfully apply for this position, [you must complete a Todd County application and a MN Merit application](#). Instructions to complete the Merit application are in the supplemental question section of this application under #6.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of diverse immigration status to determine benefit eligibility for non-citizens.
- Knowledge of office procedures, practices, equipment and software programs.
- Knowledge of multiple complex computer systems.
- Knowledge of interviewing techniques and skills in conducting interviews.
- Knowledge of the income maintenance program rules, regulations, benefits and methods of determining eligibility.
- Knowledge of other sources of financial support, including Social Security, reemployment insurance, veterans benefits, worker's compensation, and disability insurance/pension programs.
- Knowledge of the basic principles of foster care, child and adult protection criteria, and a general understanding of mental and physical illnesses.
- Knowledge of community resources such as emergency housing, food, social services and diversionary assistance programs.
- Knowledge of real and personal property, estate and ownership laws, and their relationships to public assistance program eligibility.
- Knowledge of human behavior.
- Skill in communicating, in written and verbal form, with a culturally diverse clientele.
- Skill completing data entry and keyboarding tasks.
- Ability to establish and maintain effective working relationships with clients, public, co-workers and agency administration.
- Ability to effectively explain income maintenance programs and procedures to recipients who are distraught.
- Ability to handle frequent procedural changes and client personal and financial crises.

- Ability to organize work, set priorities, make decisions and work independently under stress.
- Ability to be objective/non-judgmental and refrain from expressing personal opinions regarding client life circumstances.
- Ability to accurately and rapidly process detailed information.
- Ability to establish and maintain accurate and systematic records.
- Ability to express ideas clearly and ability to comprehend and follow complex written and verbal instructions.
- Ability to communicate effectively, both orally and in writing.
- Ability to interpret legal documents, complex rules, manual materials and bulletins as they apply to income maintenance programs.

Physical Requirements

This work requires the occasional exertion of up to 40 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires standing, walking, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.co.todd.mn.us/>

Position #112D
ELIGIBILITY WORKER FULL-TIME
SO

215 1st Ave S, Suite 300
Long Prairie, MN 56347
320-732-6155

HR@co.todd.mn.us

Eligibility Worker Full-Time Supplemental Questionnaire

- * 1. Do you have a High school diploma or GED?
- Yes
 No
2. Do you have a combination of education and experience equivalent to two years of progressive related experience in a social service agency and/ or educational program?
- Yes
 No
- * 3. Have you previously worked with community resources such as emergency housing, food, social services and diversionary assistance programs?
- Yes
 No
4. If you answered yes to previous question, please explain your previous experience.
- * 5. Are you Bilingual? (English/Spanish)
- Yes- Fluently
 Yes- Minimal
 No
- * 6. Instructions to complete the Merit application - Eligibility Worker Go to:
<https://www.governmentjobs.com/careers/mnmeritsystem> 1. If you have never applied in NeoGov,

you will need to set up an account. To do so, click on "Sign In" (on the top of the page) and then on "Create an Account." Complete the required information and submit. You will get an e-mail confirming your user ID and password. 2. Go back to the link in # 1 above. 3. From the Menu - click on "Job Opportunities" 4. Go to Eligibility Worker-OL-Todd County (Job #951-OL-77) - complete and submit an application. If you have any changes to your application, such as updating your availability, please notify the Merit System directly at 651-431-3030.

- I will apply on Merit site and also take the test
- I have already applied on Merit and have testing completed.
- I do not understand how to apply to Merit but will call 651-431-3030 for assistance.

* 7. Can you perform all of the physical requirements of the position?

- Yes
- No

* 8. If you claimed Veteran's Preference above, do you have your DD214 to include as an attachment to this application?

- Yes- Qualified Disabled Veteran (10% or higher disability rating)
- Yes- Qualified Vet or Spouse of Deceased Vet
- No

* Required Question