



ELIGIBILITY SPECIALIST

Effective: 1/1/03

DEFINITION/PURPOSE:

Perform a variety of difficult and intricate technical tasks that include interviewing of candidates for housing, providing program information, explaining program procedures, providing the analysis of their applications and related documents, and determining initial eligibility for a variety of housing programs and services.

DISTINGUISHING CHARACTERISTICS:

This classification is the journey-level of the technical eligibility determination function. This classification is distinguished from the Office Assistant II by the requirement for a detailed knowledge of the eligibility requirements for a variety of public housing programs and the determination of eligibility. It differs from the Housing Programs Specialist by the latter's responsibility for continuing eligibility determination and the virtual case management for the housing services of an assigned group of clients that are Section 8 residents.

SUPERVISION RECEIVED AND EXERCISED:

Receives direct and general supervision from the Eligibility Supervisor and Housing Programs Analyst as necessary.

This classification exercises no supervision over other Authority employees; however, may give lead direction to assigned clerical employees.

ESSENTIAL JOB FUNCTIONS: Duties may include, but are not limited to, the following:

- Schedule, re-schedule, and conduct applicant interviews for a variety of public housing assistance programs, assist applicants in attempting to find appropriate assistance by explaining, inform them of the documentary materials necessary to complete applications for appropriate programs, and interpret program criteria and objectives. May be assigned to determine eligibility for specific programs.
- Assist clients by phone and in person as a result of both scheduled appointment and unscheduled drop-ins. May conduct home visits of applicants unable to visit the Central Office.

- Receive, review, verify, substantiate, and research a variety eligibility data supplied by the applicant, including income, legal status, social services assistance, and perform background checks.
- Prepare, update, and maintain applicant files as may be necessary prior to keeping files current. Retrieve and enter necessary data to/from the Authority computer system,
- Place applicants on appropriate waiting lists. Notify wait-list applicants as they approach the top of a specific waiting list, with housing prospectively available. Maintain waiting lists in a status based on information available from applicants. Schedule up-dating interviews to acquire current documents and assure that applicants remain eligible for specific programs.
- Determine wait-listed applicant's current eligibility for available programs and either deny or approve eligibility. Authorize the issuance of necessary certificates of eligibility (vouchers) and any extensions as determined necessary and appropriate.
- Refer eligible applicants to other Authority departments, as well as related services provided by other local social services agencies.
- Schedule and conduct orientations concerning program requirements and necessary actions required by housing-eligible individuals; and assist eligible individuals in identifying potential sources of available housing.
- Design, manage, and implement community outreach programs.
- Review and interpret applicable local, State, and Federal housing laws, rules, and regulations.
- Assist in the training of new staff.
- Translate documents for staff usage from English to Spanish and Spanish to English.
- Maintain a variety of files, logs, manuals, and records.
- Perform a variety of complex administrative/clerical tasks such as preparing correspondence, documents, and a variety of statistical and operational reports.
- Conduct informal hearings with the Hearing Officer upon applicant's request.
- Respond to applicant correspondence. Check messages, answer and return phone calls.
- Maintain a close working relationship with county and community governmental, social service, and law enforcement agencies for purposes of facilitating timely delivery of service, verification of information, and to protect program integrity.
- Maintain a professional and cordial attitude towards co-workers and clients.
- Maintain consistent and regular attendance.

OTHER JOB FUNCTIONS:

- Fill in for Receptionist/Cashier, as requested.
- Assist other Eligibility Specialists, as requested or as necessary.
- Represent the Authority and its programs to community groups, businesses, and governmental agencies.
- Perform related duties as assigned.

SPECIAL REQUIREMENTS:

Knowledge of – The eligibility requirements and the substance of a variety of available public housing programs. Methods and techniques of interviewing. Local social services agencies and appropriate contacts. Correct use of oral and written English and proper grammar, spelling, punctuation, and composition. Standard business mathematics and document formats. Operate standard office equipment. Uses of personal computers. Basic Authority organization. Pertinent Federal, State, local, and Authority rules and regulations. Modern office procedures.

Ability to – Effectively interview. Gather, record, and correctly evaluate data. Correctly interpret rules and regulations for applicants, recipients, and the general public. Initiate and answer correspondence independently. Organize and prioritize work effectively and meet required deadlines. Maintain accurate and systematic records. Make complex mathematical computations. Maintain confidentiality. Effectively and sensitively relate to the applicants, recipients, clients, general public and coworkers. Communicate clearly and effectively both orally and in writing. Operate a personal computer using various Windows-based applications programs.

Physical Abilities and Work Environment – Sit for lengthy periods of time in a standard indoor office environment. Have manual dexterity enabling manipulation of a telephone and operation of keyboard equipment and other office machines.

Licenses and Certificates - Must possess and maintain an applicable California Driver License and a driving record acceptable to the Authority's insurance carrier.

Other - Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work by the Immigration and Naturalization Service.

- Bilingual/biliterate skills in English and Spanish are required.
- Be insurable by the Housing Authority's insurance carriers.

EXPERIENCE AND EDUCATION GUIDELINES:

Any combination of experience and education that would be likely to provide the required knowledge and abilities could be qualifying, as determined by the Authority. A typical way to obtain the knowledge and abilities would be:

Experience – Two (2) years of responsible clerical experience in an eligibility determination environment, or counseling experience in a social services agency. Extensive customer service experience is desirable.

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Education – Graduation from an accredited high school, or possession of an equivalent certificate or diploma recognized by the State of California (e.g. G.E.D.). Possession of an associate degree, or two full academic years of training, from an accredited college or university with a major in business administration, social sciences, or related field is desirable.