

CITY OF GLENDALE

TITLE: Community Eligibility Representative CLASS CODE: 501

**REPORTS TO: Community Action Program GRADE: 18
Manager**

DEPARTMENT: City Manager's Office FLSA: N

JOB SPECIFICATION DATE: July 1, 2005 bwg

JOB SUMMARY:

Provides social service short-term case management, information gathering and referral services for the Community Action Program.

ESSENTIAL FUNCTIONS:

1. Interviews multiple program clients daily to identify crisis needs, for eligibility with various programs and make referrals to appropriate agencies within 48 hours.
2. Provides case management services by following-up on cases to insure services are being received and to monitor client progress.
3. Assists clients with understanding and completing various forms and applications.
4. Maintains complete case files on each case.
5. Calculates income in making eligibility determinations.
6. Provides information regarding other social services and emergency services.
7. Maintains current information on the availability of services in the community.
8. Attends meetings, conferences and workshops.

SECONDARY FUNCTIONS:

9. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

Community social service resources.
Various social service program guidelines and eligibility requirements.
Human behavior and emotional problems.

Ability to:

Effectively deal with clients, often in difficult circumstances, and obtain their cooperation and the necessary information quickly.
Gather and review information and develop sound conclusions and eligibility determinations.
Make accurate mathematical calculations.
Maintain complete and accurate records and case files.
Interpret and apply guidelines and regulations.

WORKING CONDITIONS:

Office setting, but participates in offsite meetings, distributing commodities, and making door to door neighborhood contacts.

MINIMUM QUALIFICATIONS:

TRAINEE:

High school education and one year of college coursework (at least 30 semester hours) in social Services. Any equivalent combination of training and experience, which provides the required knowledge, skills and abilities, is qualifying.

REGULAR STATUS

High school education and one year of college coursework (at least 30 semester hours) in social services and one year experience working in a social service program.
Any equivalent combination of training and experience, which provides the required knowledge, skills and abilities, is qualifying.

SPECIAL REQUIREMENTS:

Possession of a valid Arizona Driver's License.
Bilingual (English/Spanish) skills are preferred.