

**CITY OF GLENDALE**

**TITLE: Community Eligibility Specialist CLASS CODE: 502**

**REPORTS TO: Community Action Program Manager GRADE: 21**

**DEPARTMENT: City Manager's Office FLSA: N**

**JOB SPECIFICATION DATE: July 1, 2005 bwg**

**JOB SUMMARY:**

Provides lead expertise direction, and training to Community Eligibility Representatives and provides social service short-term case management, eligibility screening and referral services for the Community Action Program.

**ESSENTIAL FUNCTIONS:**

1. Provides lead expertise and direction to Community Eligibility Representatives assisting them with short-term case management practices and procedures.
2. Interviews multiple program clients daily identifying crisis needs, and determining eligibility for various programs, making referrals to appropriate agencies within 48 hours.
3. Interprets county and state rules and regulations for clients requesting assistance and calculates income in making eligibility determinations.
4. Examines paperwork and documentation to eliminate fraudulent claims.
5. Coordinates requests for informal hearings for grievances and makes determinations based upon rules and regulations.
6. Trains Community Housing Representatives on new and revised regulations and procedures.
7. Prepares documents for the City Attorney to file papers on formal grievance hearings and testifies.
7. Assists clients with understanding and completing various forms and applications.
- 8 Maintains complete case files on each case.
8. Provides information and current availability of other social services and emergency services/. coordinates services with other state and local social service programs.
9. Assists with budget preparation for the division.
10. Prepares correspondence, statistical data and activity reports including monthly and quarterly status reports.
11. Attends meetings, conferences and workshops.

**SECONDARY FUNCTIONS:**

12. Participates and coordinates special activities and fundraisers.
13. Performs other related duties as assigned.

## **KNOWLEDGE, SKILLS, ABILITIES:**

### **Knowledge of:**

County and State rules and regulations for qualification for social service funds.  
Federal and City expenditure limitations and reporting requirements.  
Community social service resources.  
Basic budgeting and accounting principles.  
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.  
Communicate clearly and concisely, both orally and in writing.  
Make accurate mathematical calculations.  
Maintain complete and accurate records and case files.  
Interpret and apply guidelines and regulations.  
Establish and maintain effective working relationships with clients, other agencies and the general public.

## **WORKING CONDITIONS:**

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

## **MINIMUM QUALIFICATIONS:**

High school education and one year of college coursework (at least 30 semester hours) in social services and three years experience working in a social service program including one year of lead or supervisory experience.  
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.