

**THE NAVAJO NATION**  
**Department of Personnel Management**  
**JOB VACANCY ANNOUNCEMENT**

REQUISITION NO: DOH07210619 DATE POSTED: 08/10/15  
POSITION NO: 947047 CLOSING DATE: 08/24/15  
POSITION TITLE: Eligibility Technician (S)

DEPARTMENT NAME / WORKSITE: Department of Behavioral Health Services/Shiprock, New Mexico

WORK DAYS: <u>Monday-Friday</u>	REGULAR FULL TIME: <input checked="" type="checkbox"/>	GRADE/STEP: <u>AB58A</u>
WORK HOURS: <u>8:00 am-5:00 pm</u>	PART TIME: <input type="checkbox"/>	NO. OF HRS./WK.: _____ \$ <u>24,128.00</u> PER ANNUM
	SEASONAL: <input type="checkbox"/>	DURATION : _____ \$ <u>11.60</u> PER HOUR
	TEMPORARY: <input type="checkbox"/>	

**DUTIES AND RESPONSIBILITIES:**

Screens and performs intake duties to determine eligibility for services for the Navajo Regional Behavioral Health Center; maintains accurate procedures for determining eligibility and availability of benefits; facilitates client application for eligibility for treatment services; monitors and assists with client eligibility status; explains program policies, procedures and practices to applicants, clients, representatives of other agencies, or outside individuals or groups; determines availability of payment resources.

Obtains authorization for acceptance or denial from appropriate directors and informs client/family or other parties of acceptance or denial; ensures that appropriate forms and documents are properly recorded and transmitted to appropriate office; maintains records of contacts, referrals, and dispositions; provides information to callers regarding procedures, services, and programs; maintains liaison with local, state and federal agencies.

Facilitates problem solving between programs and subcontractors/providers; maintains procedures for contacting clients or families to prevent loss of eligibility; informs client of resources of support, treatment, rehabilitation, or independent living; ensures timely re-application and/or re-determination of eligibility; performs on-site intake reviews at local hospitals, courts, jails, and other local agencies if needed; observes and abides by policies and procedures governing confidentiality.

May prepare periodic reports on work activity; attends conferences, seminars, workshops, and meetings; prepares complex reports; establishes services for client at appropriate care facility; gathers information from resources involved with client; provides necessary documentation to service provider; works with case management on claims for completeness and accuracy, makes necessary changes and submits for payment.

**QUALIFICATION REQUIREMENTS: (Education, Experience and Training)**

**Minimum Qualifications:**

A high school diploma or GED; and two (2) years of work experience in human services or a related field.

**Preferred Qualifications:**

- Two (2) years of customer service experience
- Records Management or Case Management training.

**Special Requirements:**

Possess a valid state driver's license.

***(To receive full credit for education, certification, or licensure, transcripts, copies of degrees, certificates, and other appropriate documents must be submitted along with employment application.)***

**Special Knowledge, Skills and Abilities:**

Knowledge of resources available in the community for the alleviation of social, employment and financial needs; knowledge of eligibility requirements for the programs administered; knowledge of policies and procedures for assigned program; knowledge of record keeping procedures.

Skill in assessing the needs of clients; skill in maintaining an ongoing list of contacts that can be called upon for assistance; skill in interpreting and explaining policies, procedures and practices; skill in workload management.

**<<A favorable background investigation is required>>**

**THE NAVAJO NATION GIVES PREFERENCE TO ELIGIBLE AND QUALIFIED APPLICANTS IN ACCORDANCE WITH THE NAVAJO PREFERENCE IN EMPLOYMENT ACT AND VETERANS' PREFERENCE.**