

ELIGIBILITY TECHNICIAN

DEFINITION: Under general supervision, performs work of routine difficulty in receiving and reviewing client applications and determining eligibility of clients for services; performs related work as assigned.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

TASKS:

Screens and conducts assessments to determine eligibility for services; maintains accurate procedures for determining eligibility and availability of benefits; facilitates client application for various assistance and/or benefits; 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 manager 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, rates 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 assessments at local hospitals, courts, jails and other local agencies when requested; 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; interacts with the court system for involuntary commitment orders; reviews case management claims for completeness and accuracy, makes necessary changes and submits for payment.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

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 programs.

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.

Skill in interpersonal communications/dealing with people.

Skill in establishing and maintaining effective working relationships.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves sedentary work in an office environment.

THE NAVAJO NATION

Class Code: 3741
Community Education and Counseling Series
Miscellaneous Related Job Title Group
Overtime Code: Non-Exempt
Pay Grade: 58

ELIGIBILITY TECHNICIAN

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.

Depending upon the needs of the Nation, some incumbents may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.