

**State of Michigan
Civil Service Commission**
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code 1. ASTPWKRE

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Field Operations Administration
4. Civil Service Position Code Description Assistance Payments Worker-E	10. Division
5. Working Title (What the agency calls the position) Assistance Payments Worker-E	11. Section
6. Name and Position Code Description of Direct Supervisor VACANT	12. Unit
7. Name and Position Code Description of Second Level Supervisor ; Family Independence Mgr-2 13	13. Work Location (City and Address)/Hours of Work / Various

14. General Summary of Function/Purpose of Position

The role of the Eligibility Specialist is to strengthen Michigan families by:

- Ensuring that each person/family that applies for public assistance receives the type and level of assistance that they are eligible for.
- Assessing the needs of each person/family and giving them appropriate information and making any referrals and/or contacts to persons/agencies to help them meet their needs.
- Providing all families with information about the expectations and goals of MDHHS.
- Encouraging and guiding families in their efforts to become self-supporting.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 30

The Eligibility Specialist is responsible for accurately determining eligibility for various assistance programs.

Individual tasks related to the duty:

- **Verification** – The Eligibility Specialist reviews the application and decides which forms and verifications are needed. The worker prepares the forms and explains them to the client. If the client is unable to provide information the worker must assist in completing the forms and securing the verifications. The worker explains deadline requirements for providing information and the consequences for failure to provide information and documentation. Once obtained, the worker evaluates the information contained in all documents. The worker is responsible for reviewing and understanding many medical, legal, and financial documents. This requires that the worker have a basic understanding of the terminology in these diverse fields.
- **Eligibility** – The worker must be knowledgeable about the complex eligibility requirements for all Assistance Payments programs. The program eligibility determination and subsequent re-determination requires the worker to consider numerous factors specific to each individual program and client situation. The worker analyzes the client's circumstances, evaluates potential program eligibility and recommends the program that the worker judges to be most beneficial to the client. The worker must re-evaluate each client's eligibility as programs are instituted, eliminated, or changed.
- **Management of Caseload** – Each Eligibility Specialist is responsible for managing his/her individual caseload within the parameters established by supervision and management, using independent judgment in prioritizing his/her work flow. The worker must develop and effectively use a plan which establishes daily, weekly, and monthly goals and priorities for the timely and accurate processing of all casework. The worker must reassess these work goals as emergencies and other urgent work emerges. The worker must respond promptly to client phone calls and requests for appointments. The worker must effectively process applications, re-determinations, required updates, monthly reports, and other changes. The worker is responsible to update case record documentation in response to changes.

Duty 2

General Summary:

Percentage: 30

The Eligibility Specialist determines eligibility and benefit levels utilizing multiple complex policies and procedures contained in several manuals; these policies change frequently. Workers must understand these updated policies, reconcile these revisions with remaining policies and apply the revised policy to unique client situations. The worker must also be flexible in responding to the client's ever-changing circumstances.

Individual tasks related to the duty:

- As part of the eligibility determination, the worker calculates budgets by computer. (Some manual computations are required for non-system supported programs.) The worker then uses the state computer system to authorize benefits by entering encoded data. Provides budget breakdowns and explanations to clients.
- To ensure accurate benefits, there are daily deadlines by which actions must be completed. Failure to meet these deadlines results in incorrect benefits which then must be supplemented or recovered.

Duty 3

General Summary:

Percentage: 15

Interpersonal Communication.

Individual tasks related to the duty:

- Interviews applicants and recipients in person and by phone to determine client needs, both financial and non-financial.
- Identify appropriate department programs and services to address needs.
- Discuss the department expectations and the client's rights and responsibilities to assist in gaining the client's cooperation. Explains the consequences for failure to meet required objectives.
- Communicate complicated policy and procedures clearly and concisely.
- Solicit feedback from the client in order to ascertain his/her level of understanding of department requirements
- Plays an integral part of the client's support system offering positive reinforcement, building self-esteem, identifying the client's strengths and recommending services to enhance the client's potential for success.

Duty 4

General Summary: **Percentage: 15**

Employment Services and Referrals.

Individual tasks related to the duty:

- Reviews the client's employment and educational history. Provides the client with information concerning educational and employment services available within the department and community.
- Encourages the client to overcome employment barriers and makes appropriate referrals. Uses each contact with the client to effectively communicate the need for diligence in seeking, securing, and maintaining employment. Demonstrates the financial benefits of employment by using sample budgets.
- Emphasizes the social benefits of employment and challenges the client to become self-sufficient.
- Encourages the client's effort toward independence and strengthening his/her family unit.
- Interacts with department and community employment staff.

Duty 5

General Summary: **Percentage: 8**

Community Services.

Individual tasks related to the duty:

- The Eligibility Specialist has the most frequent contact with the client and is responsible for making multiple referrals.
- Primary source for identification and evaluation of potential service needs. Workers use both factual information and his/her observations to determine appropriate referrals. The worker must be sensitive to potential client needs that may not be easily discerned, such as protective services.
- Knowledgeable in utilizing available department and community services and resources.
- Establishes a cooperative working relationship with various community agencies and providers of services.
- Liaison to the client by promoting understanding of department policies and advocates on behalf of the client.

Duty 6

General Summary: **Percentage: 2**

Other duties as assigned

Individual tasks related to the duty:

- The worker may be required to participate in judicial and quasi-judicial proceedings. The worker may be required to prepare written fraud referrals and/or hearing summaries and provide testimony in administrative hearings and/or in court.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Independent judgment is used in prioritizing and managing caseloads. Referrals to community agencies are often at the worker's discretion. It is specified in existing policy that the worker use his/her best judgment in specific situations where verification is not available or situations are unclear.

17. Describe the types of decisions that require the supervisor's review.

The worker must obtain supervisory approval to request specific policy exceptions including the issuance of exceptional benefits and cash supplements over \$1000.00.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

There is an element of psychological stress inherent in the high volume of workload, daily deadlines and in providing direct client services. In addition, the worker's safety is potentially compromised when interviewing clients who suffer from emotional, mental or behavioral disorders which limits their ability to reason or control impulsive, hostile reactions and in dealing with clients in crisis or emergency situations. Eligibility Specialists are required to perform their duties at computer terminals and may remain seated for long periods of time.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | |
|------------------------------------|-----------------------------------|
| Complete and sign service ratings. | Assign work. |
| Provide formal written counseling. | Approve work. |
| Approve leave requests. | Review work. |
| Approve time and attendance. | Provide guidance on work methods. |
| Orally reprimand. | Train employees in the work. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

New position.

23. What are the essential functions of this position?

Essential duty of this position is to determine applicants' eligibility for financial assistance programs and maintain ongoing cases.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

New position.

25. What is the function of the work area and how does this position fit into that function?

Eligibility Specialists are housed in local MDHHS local offices. Each local office executes the mission of the department. The role of the Eligibility Specialist is to execute that portion of the mission which addresses meeting the financial and medical needs of individuals and families living in Michigan who are unable to provide for themselves; and, to help those who are capable of becoming self-sufficient.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Completion of two years of college (60 semester or 90 term credits).

EXPERIENCE:

Assistance Payments Worker 8

No specific type or amount is required.

Assistance Payments Worker 9

One year of experience equivalent to an Assistance Payments Worker 8, Migrant Program Worker 8, or Family Independence Specialist 9.

Assistance Payments Worker E10

Two years of experience equivalent to an Assistance Payments Worker, including one year equivalent to an Assistance Payments Worker 9; or, Two years equivalent to a Migrant Program Worker, including one year equivalent to a Migrant Program Worker 9; or, Two years of experience equivalent to a Family Independence Specialist, including one year equivalent to a Family Independence Specialist 10.

Alternate Education and Experience

Assistance Payments Worker 8 - 11

Four years of administrative support experience in a human services or office setting, including two years equivalent to the experienced (E7) level, may be substituted for the education requirement.

Completion of one year of college (30 semester or 45 term credits) and three years of administrative support experience in a human services or office setting, including one year equivalent to the experienced (E7) level, may be substituted for the education requirement.

Three years of Home Aide experience, including one year equivalent to a Home Aide E8, may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

As listed on the Civil Service job specification.

The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. We are committed to ensuring a diverse workforce and a work environment whereby all employees are treated with dignity, respect and fairness.

CERTIFICATES, LICENSES, REGISTRATIONS:

N/A

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

None.

I certify that the entries on these pages are accurate and complete.

KEARSTYN MEYERS

1/21/2021

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date