



ISANTI COUNTY INTERNSHIP PROGRAM SUMMARY

PROGRAM: Eligibility Worker Internship
REPORTS TO: Eligibility Assistance Supervisor
DEPARTMENT: Family Services
INTERN CODE: 1328-I

CHARACTERISTICS OF THE CLASS:

Under the general supervision of the Eligibility Assistance Supervisor, performs a variety of tasks related to the determination of eligibility of clients for income maintenance programs and services; establish initial and on-going eligibility for multiple income maintenance programs; communicates program requirements and assists program participants in understanding how to maintain eligibility; supports program participants in achieving the highest degree of independence and in addressing barriers to self-sufficiency; enrollment and assistance to managed health care enrollees; makes appropriate referrals to other community resources; and performs related work as assigned.

EXAMPLES OF DUTIES:

- With direction and oversight interviews clients to obtain necessary factual information, and verifies information received from clients.
- With oversight determines eligibility and the amount of benefits for a variety of income maintenance programs, including cash, food, medical and child care assistance.
- With direction and oversight explains application procedures to individuals or groups and answers questions of individuals on how to complete the application forms.
- Communicates program time limits, expectations and other program requirements to the client, and serves as central point of communication for financial, child care and employment services as directed by the supervisor.
- Under supervision informs applicants about managed health care, determines eligibility for enrollment in managed health care, determines the most cost effective insurance, and resolves problems and questions from health plans, health care providers, enrollees and other staff.
- Performs data entry into multiple county and state computer systems and retrieves information from those systems with oversight.
- With supervision determines eligibility and benefit amounts required by changes in a client's status, by reviewing and verifying client information, preparing budgets and related documents, and calculating benefit amounts in accordance with established benefit standards.
- As monitored maintains complete and accurate records on client's eligibility for all assigned programs.
- Provides requisite information on new and existing cases to child support, employment services and other appropriate staff as directed.
- Makes referrals to social services, when appropriate/requested to do so.
- Makes contacts with community resources as assigned.

- Composes correspondence and constructs reports as needed/directed.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of office procedures, practices, equipment and software programs.
- Knowledge of multiple complex computer systems.
- Knowledge of interviewing techniques and skills in conducting interviews.
- Knowledge of the income maintenance program rules, regulations, benefits and methods of determining eligibility.
- Knowledge of other sources of financial support, including Social Security, reemployment insurance, veterans benefits, worker’s compensation, and disability insurance/pension programs.
- Knowledge of the basic principles of foster care, child and adult protection criteria, and a general understanding of mental and physical illnesses.
- Knowledge of community resources such as emergency housing, food, social services and diversionary assistance programs.
- Knowledge of real and personal property, estate and ownership laws, and their relationship to public assistance programs.
- Knowledge of human behavior.
- Skill in communicating, in written and verbal form, with a culturally diverse clientele.
- Data entry and keyboarding skills.
- Ability to establish and maintain effective working relationships with clients, public, co-workers and agency administration.
- Ability to handle frequent procedural changes and client personal and financial crises.
- Ability to organize work, set priorities, make decisions and work independently under stress.
- Ability to be objective/non-judgmental.
- Ability to express ideas clearly and ability to comprehend and follow complex written and verbal instructions.
- Ability to communicate effectively, both orally and in writing.
- Ability to interpret legal documents, complex rules, manual materials and bulletins as they apply to income maintenance programs.

MINIMUM QUALIFICATIONS

- Within six months of completion of the technical college Public Welfare Eligibility Worker diploma program.

Unpaid interns will not be entitled to wages or compensation, and they will be required to maintain strict confidentiality concerning private, confidential, or privileged information that they encounter during their internship. The internship may be terminated at any time by either the intern or the Isanti County Family Services Office.