



## **Job Posting**

**Job title:** Eligibility Specialist

**Location:** Escondido, CA

**Application Deadline:** Open until filled

**Compensation:** Minimum of \$19/hour. DOE. *In addition to hourly pay, we offer paid time off, 401(k), rich benefits & much more!*

**Status:** Full Time/Regular position

## **Job Summary**

Under general supervision of the TANF Site Manager, perform various technical and administrative duties involving initial determination of applicants, and ongoing eligibility of participants, for TANF services. Counsel and assist TANF participants regarding program services; assist participants to formulate and implement a plan of action and goals; develop and manage a workload of cases; and assist other support staff in related duties. Maintain accurate and detailed records, produce periodic reports on activities, generate correspondence, and maintain a well-organized filing system.

## **Essential Functions**

1. Interview applicants and recipients of TANF services to obtain financial and other eligibility data.
2. Review applicants' documents for completeness, legibility, and accuracy.
3. Interpret and explain regulations and requirements of the various TANF services.
4. Analyze the financial and eligibility information which is collected to determine initial or continuing eligibility for one or more categories of TANF services.
5. Contact agencies, insurance companies, schools, etc., to verify eligibility data and to clarify discrepancies in the information provided by applicants and participants.
6. Ensure that applicants and participants understand their TANF legal rights and responsibilities.
7. Compute benefits for which participants are eligible; initiate and update documents.

8. Organize caseload and files so that necessary records and documents are processed and updated within specific deadlines established by TANF guidelines.
9. Address questions or complaints of participants or others concerning their status or other pertinent situations.
10. Complete and review basic computer documents; input and access data from computer network database.
11. Interpret TANF Plan, Federal Regulations and Program guidelines to best serve families.
12. Investigate case discrepancies as needed.
13. Maintain strict confidentiality of all facts of programs and client records.

### **Job Requirements and Qualifications**

*Education & Experience:* Minimum High School Diploma and three (3) years work experience in a social services position.

Or, Associate's degree with two (2) years work experience in a social services position.

Or, Bachelor's Degree from an accredited University in Education, Administration, Social Work or related field with a minimum of one (1) year work experience in social services preferred.

- Experience with the application of TANF policies and procedures.
- Experience with intake procedures and conducting client interviews.
- Experience with the policies and procedures of case management systems, and the methods for assessing client needs, and developing and implementing case plans.
- Experience in developing and maintaining relationships of trust, cooperation, and good rapport with staff, administrators, and clients.
- Experience working under minimal supervision in high-stress situations to accomplish tasks within specific deadlines.
- Experience collecting and evaluating data and formulating recommendations.
- Experience handling complaints, disputes, grievances, conflicts, and negotiations with others.

*Certificates & Licenses:* Valid California Driver's License with driving record acceptable to SCTCA's insurance.

*Knowledge Requirements:* Excellent verbal written communication skills and speaking persuasively with individuals and groups. Strong mathematical and problem solving skills. Knowledge of Indian history, culture and politics. Strong computer skills. Proficient in working with Microsoft Office including Word, Excel, Outlook and PowerPoint.

*Physical:* Typically requires sitting for extended periods of time. Lifts and moves objects on occasion weighing up to 25 pounds. Primarily an indoor office environment.

*Conditions of Employment:* Candidates are required to successfully complete required background check and drug screening.

### **Other Information**

In addition to the essential duties listed above the Eligibility Specialist is expected to:

1. Demonstrate tact and a high level of professionalism due to the sensitive and highly confidential nature of the position.
2. Consistently report to work on time prepared to perform the duties of the position.
3. Possess excellent oral and written communication skills.
4. Communicate regularly with supervisor about department issues.
5. Demonstrate the ability to handle difficult situations with respect and courtesy.
6. Possess the ability to work effectively with people from diverse cultural, ethnic and socio-economic backgrounds.
7. Flexible schedule (occasional after-hours and weekends) and travel may be required depending on workload, workshops, etc.
8. Be detail oriented and possess strong organizational skills.
9. Demonstrate efficient time management and prioritizes workload daily.
10. Be able to maintain heavy paperwork and processing in a fast-paced work environment.
11. Enjoy working independently and meet timelines.
12. Be thoroughly knowledgeable of all TANF guidelines at all times.
13. Make sound rational decisions and recommendations without bias.
14. Participate in various departmental meetings and/or committees.
15. Assist with temporary training of TANF staff.
16. Travel between office sites may be requested to assist with training/office coverage.
17. Develop constructive and cooperative working relationships with others, and maintain them over time.
18. Encourage and build mutual trust, respect, and cooperation among team members.
19. Develop and maintain a relationship of trust, confidence, and good rapport with staff, administration, and program participants.
20. Other projects and responsibilities may be added at the manager's discretion, such as participation in Social Work conferences, Health Fairs, Career Fairs, Graduation events, etc.

### **About Our Company**

The Southern California Tribal Chairmen's Association (SCTCA) is a multi-service non-profit corporation established in 1972 for a consortium of 25 federally-recognized Indian tribes in Southern California. The primary mission of SCTCA is to serve the health, welfare, safety, education, cultural, economic and employment needs of its tribal members and enrolled Indians in the San Diego County urban areas. A board of directors comprised of tribal chairpersons from each of its member Tribes governs SCTCA.

## How to Apply

**Preferred method: Apply online at <http://sctca.applicantpro.com/>**

A. Apply in person and submit a **completed Application for Employment with a resume** to the Human Resources office\*, located at 36146 Pala Temecula Rd. Bldg H. Pala, CA 92059. \*Office subject to closures.

B. Fax a **completed Application for Employment and resume** to 760-742-8610.

Note: The Application for Employment can be found at [www.sctca.net](http://www.sctca.net), under the “About SCTCA” link.

### **SCTCA IS AN “AT-WILL” EQUAL OPPORTUNITY EMPLOYER WITH NATIVE AMERICAN PREFERENCE**

To be considered under Native American Preference, you must submit verification of Tribal affiliation with your application.