



Job Posting

Job title: Eligibility Specialist

Location: Pala, CA

Application Deadline: Open until filled

Compensation: Minimum of \$21.50/hour. DOE.

Benefits: **Paid Holidays *Rich Medical, Dental & Vision *Generous Vacation & Sick *401(k) Match*

Status: Full Time/Regular position

Job Summary

Under general supervision of the TANF Site Manager, perform various duties involving initial and ongoing eligibility determination of applicants, and participants for TANF services. Advise TANF participants of program services; maintain assigned caseload; and assist other support staff in related duties. Maintain accurate and detailed records, produce periodic reports, or generate correspondence and maintain a well-organized workflow.

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 county community agencies/programs, 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 rights and responsibilities.
7. Compute benefits for which participants are eligible; initiate and update documents.

8. Attend Tribal and other special events for outreach and/or networking.
9. Organize caseload and files so that necessary records and documents are processed and updated within specific deadlines established by TANF guidelines.
10. Process monthly cash assistance, child care, transportation and other supplements.
11. Provide clarification to participants or others concerning their status or other pertinent situations.
12. Complete and review basic computer documents; input and access data from computer network database.
13. Interpret TANF Plan, Federal Regulations and Program guidelines to best serve families.
14. Investigate case discrepancies as needed.
15. Pick up and deliver participants (including adults and children) to and from various locations, including rural/urban areas and reservations, for trainings, appointments and special activities.
16. 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 case eligibility capacity.

Or, Associate's degree or higher with two (2) years' work experience in a case eligibility capacity.

- Experience with the application of TANF policies and procedures (preferred not required).
- Experience with intake procedures and conducting client interviews.
- Experience with the policies and procedures of case eligibility systems, the methods for assessing client needs and developing and implementing case requirements.
- 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 and conflicts with others.
- Experience with database systems.

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

Knowledge Requirements: Strong interpersonal skills with the ability to speak persuasively with individuals and groups. Strong mathematical and problem solving skills. Possess well developed skills in prioritizing, organizing, time management and verbal/written communication skills. Computer literate with the ability to operate a PC and MS software such as Word, Excel, PowerPoint and Publisher. Proficient in using virtual meeting platforms such as Zoom, GoToMeeting, etc. Knowledge of Indian history, culture and politics a plus.

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. Be flexible for periodic after-hours and weekends. Scheduled travel (outside of the SCTCA service area or in a different county) will be required depending on workload, workshops, trainings, etc.
8. Be detail oriented and possess strong organizational skills.
9. Demonstrate efficient time management and prioritizes workload daily.
10. Maintain heavy paperwork and processing in a fast-paced work environment.
11. Work independently and as a team to 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 support of TANF staff.
16. Travel between office sites may be requested to assist with training support/office coverage or as needed.
17. Encourage and build mutual trust, respect, and cooperation among team members.
18. Develop and maintain constructive and cooperative working relationships of trust, confidence, and good rapport with staff, administration, and program participants.
19. 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 11475 Nejo 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, under the “Careers” link.

Next Step in the Process

1. If you are selected to move forward, you will be emailed an online assessment.
2. If you are not selected, you will receive a denial email.

Note: These emails could possibly go to the spam folder, so please check there as well.

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.