

TITLE: FAMILY SERVICES ELIGIBILITY TECHNICIAN II

QUALIFICATIONS

Knowledge of

1. Data collection and analysis methods and techniques.
2. Title 5 and 22 Regulations.
3. State eligibility criteria including employment/training, payroll, and self-employment income guidelines and calculations.
4. Methods and practices of record keeping and file maintenance.
5. Word processing, database implementation and maintenance, spreadsheet and presentation software applications.
6. Interpersonal skills on the telephone, e-mail or in the office using tact, patience, courtesy and perseverance.
7. Proper telephone techniques and etiquette.
8. Current office and clerical procedures.
9. Correct English usage, reading, writing, and math at a level necessary to perform assigned tasks.
10. Safety rules and regulations for this position.

Ability to

1. Perform clerical work which may involve more complex mathematical and statistical knowledge, involving use of independent judgment and requiring accuracy and speed.
2. Understand, interpret, and explain a variety of policies, laws, regulations to others specifically regulations pertaining to the eligibility of assigned subsidized programs.
3. Independently search and gather records of various incomes and other eligibility related information from multiple sources including databases.
4. Receive and/or give information over the telephone, e-mail and /or in person in a courteous manner.
5. Work efficiently with frequent interruptions.
6. Perform work independently with minimal direction.
7. Type accurately at a rate of fifty (50) words per minute.
8. Operate office equipment, i.e. computer hardware and software, calculator, copier, scanner, telephone.
9. Perform mathematical calculations using standard operational procedures.
10. Compile and maintain accurate, current records, files and reports as defined by funding agency and/or Family Services.
11. Understand and carry out both verbal and written instructions, policies, and procedures in an independent manner.
12. Communicate effectively both orally and in writing.
13. Establish and maintain effective work relationships with those contacted in the performance /of required duties and maintain flexibility with respect to assignments, duties, and facilities.
14. Work cooperatively and effectively with diverse groups of people, children and adults.
15. Demonstrate an understanding, patient, warm and receptive attitude toward children, families, and other staff.
16. Establish and maintain effective work relationships with those contacted in the performance of required duties.
17. Learn and follow the operations, procedures, policies and requirements of an assigned program, operational unit, and/ or funding agency.
18. Handle all matters in a tactful, courteous, and confidential manner so as to maintain and/or establish good customer and school relations.
19. Register families in all Family Services programs, parent pay and subsidized, including: distribution of materials to parent, collection of enrollment packets, computer entry of registration information.

Ability to (continued)

20. Track family fees and accept payments.
21. Analyze situations, exercise professional judgment and initiative in order to reach sound decisions within established policies and guidelines, and adopt an effective course of action.
22. Exercise discretion and judgment in handling confidential information, records, and materials.
23. Maintain equipment, and facilities in an effective and efficient manner, submitting documentation required by Family Services and the District.

Training and Experience

1. Education equivalent to the completion of the twelfth (12th) grade is required.
2. College courses and/or workshops/seminars in human or social services, counseling, public administration, bookkeeping, computer programs, or related field is desirable.
3. Three (3) years of full-time clerical experience working in a human or social services environment, including contact experience with clients and basic interviewing responsibilities for the purpose of gathering information, determining eligibility, explaining policies and clarifying information required.
4. Good work history and attendance.
5. Typing certification at a rate equivalent to fifty (50) words per minute required.
6. The ability to read, write, and speak another language, in addition to English, is desirable.

REPORTS TO: Assigned Family Services Administrator

JOB GOAL: Under the general supervision of a Family Services Administrator, enrolls families efficiently and effectively in Family Services program including when appropriate making eligibility determinations for applicants and program participants within the established guidelines and procedures.

ESSENTIAL FUNCTIONS

1. Maintains assigned program and district office records such as family eligibility application, child enrollment, family and child documents, records and other required paperwork in support of assigned office functions and ensures the delivery of information to family Services administrator or designee upon request.
2. Checks, verifies, sorts, tabulates, and files a variety of data and information according to predetermined classifications; maintaining alphabetical, numerical, index, cross-referencing or other established system.
3. Maintains and processes information related to assigned operational records by updating information, transferring data, calculating totals and/ or compiling summaries.
4. Processes forms, applications, documents, records and/or other paperwork in support of assigned office functions.
5. Modifies or devises forms, reports, charts, and informational materials which significantly affect program functions within district, Family Services, and funder guidelines.
6. Compiles and posts data and information to appropriate records which have legal, administrative, or confidential importance.
7. Contacts staff, parents, other district personnel, and outside agency staff, in a courteous manner, by telephone, e-mail, or written note regarding assigned office procedures, operations and/or program information.
8. Communicates effectively in both oral and written communications.
9. Conducts interviews with clients or applicants and reviews information to determine eligibility for subsidized programs and explain program expectations, guidelines, and requirements.
10. When needed, assists with filling out necessary application, forms, and documents required for admission.
11. Advises participants of sanctions for non-compliance with the terms and conditions of initiating and continuing participation in program.

ESSENTIAL FUNCTIONS (continued)

12. Maintains class rosters and waiting list for programs according to funder and Family Services guidelines.
13. Contacts public and private organizations to verify parent information collected or to clarify discrepancies
14. Creates, updates and maintains program files for accuracy and compliance; reflecting changes in income, property, benefits, family composition, support payments and other factors in accordance to funder, Family Services and district policies, requirements and procedures.
15. Works with funding agencies to make updates and/or corrections to children's files or other reports.
16. Obtains necessary information during phone and in-person interviews by establishing rapport, explaining the purpose of the interview, responding to customer concerns/questions, and/or asking appropriate follow-up questions.
17. Interprets and explains laws, rules, policies and provisions of various local, state, and federal public assistance programs.
18. Participates in various meetings, trainings, events for the purpose of receiving and/or providing information to parents, agencies and the community.
19. Maintains accurate records and reports related to assigned Family Services programs and ensures their delivery to Family Services administrator or designee on a scheduled basis.
20. Processes payments, reviews payment history, contacts families with delinquent fees, and when necessary, and in compliance with regulations, creates a payment plan for delinquent families or processes termination of services.
21. Maintains professional competence through appropriate professional growth activities which may include job-related trainings required by the funding sources of the program and attendance and participation in staff meetings and training programs required by Family Services and/or the District.
22. Troubleshoots and communicates program concerns with assigned Family Services administrator.
23. Receives and gives information over the telephone or in person in a courteous manner.
24. Inventories and requisitions supplies and equipment with approval of assigned Family Services administrator or designee.
25. Reports suspected child abuse and communicable diseases to appropriate offices.
26. Follows Family Services policies and procedures and District Board policy.
27. Knows and understands the Mission and Core Values of Family Services and the District.
28. Performs other related duties as assigned.

PHYSICAL ABILITIES

1. Visual ability to read handwritten or typed documents and the display screen of various office equipment and machines.
2. Able to conduct verbal conversation in English or other designated language.
3. Able to hear normal range verbal conversation (approximately 60 decibels.)
4. Able to sit, stand, stoop, kneel, bend, and walk.
5. Able to sit for sustained periods of time.
6. Able to climb slopes, stairs, steps, ramps, and ladders.
7. Able to lift up to ten (10) pounds frequently, and thirty (30) pounds occasionally.
8. Able to carry up to ten (10) pounds frequently, and thirty (30) pounds occasionally.
9. Able to push and pull objects weighing up to thirty (30) pounds.
10. Able to exhibit full range of motion for shoulder external rotation and internal rotation.
11. Able to exhibit full range of motion for shoulder abduction and adduction.
12. Able to exhibit full range of motion for elbow flexion and extension.
13. Able to exhibit full range of motion for shoulder extension and flexion.
14. Able to exhibit full range of motion for back lateral flexion.
17. Able to exhibit full range of motion for hip flexion and extension.
18. Able to exhibit full range of motion for knee flexion.

PHYSICAL ABILITIES (continued)

19. Able to demonstrate manual dexterity necessary to operate calculator, typewriter, and/or computer keyboard at the required speed and accuracy in a safe and effective manner.
20. Able to operate a motor vehicle in a safe and effective manner.

TERMS OF EMPLOYMENT: 12-month work year
Classified bargaining unit member

EVALUATION: Performance of this job will be evaluated in accordance with Board of Education policy and provisions of the collective bargaining agreement. The evaluation will be completed by the assigned Family Services Administrator.

Approved by: Board of Education

Date: December 11, 2014

**MURRIETA VALLEY UNIFIED SCHOOL DISTRICT IS
ATOBACCO-FREE, DRUG-FREE WORKPLACE AND
AN EQUAL OPPORTUNITY EMPLOYER**