

PART II	DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT	3.082
	STATE OF HAWAII	3.083
		3.084
	Minimum Qualification Specifications	3.085
	for	3.086

ELIGIBILITY WORKER I, II, III, IV & V

Education Requirements

Applicants must possess experience which demonstrated a high degree of verbal skill and the ability to read, comprehend and apply written directions and perform basic mathematical computations, including percentages and averages. This experience may be met from part-time and/or unpaid work. There must, however, be evidence that participation was on a continuous basis but not necessarily on a full-time normal work basis. This requirement may also be met by possession of a high school diploma, or equivalent.

Experience Requirements

In addition to the above, applicants must possess experience of the kind and quality described below, or any equivalent combination of training and experience:

Class Title	General Experience (years)	Specialized Experience (years)	Supervisory Experience (years)	Total Experience (years)
Eligibility Worker I	3	0	0	3
Eligibility Worker II	3	1	0	4
Eligibility Worker III	3	2	0	5
Eligibility Worker IV	3	3	*	6
Eligibility Worker V	3	4	*	7

General Experience: Experience which involved public contact work that required providing information, answering questions and inquiries, and explaining policies, rules, and regulations in person or by telephone; and utilizing a computer to retrieve and enter data.

Examples of qualifying work experience are:

- (1) a para-professional who maintained close and continuing relationships with clients;
- (2) customer service representative who interfaces with the public to resolve problems; and
- (3) para-legal assistant or life insurance salesperson who has established a positive relationship with clients in providing and eliciting information and in providing advice/guidance.

Examples of non-qualifying work experience include: experience as a retail store sales cashier, general office clerk, car insurance salesperson, or service station attendant.

Specialized Experience: Progressively responsible work experience which demonstrated knowledge of philosophy, goals, functions and standards of services for public assistance programs and the ability to perform eligibility determination work. For the Eligibility Worker III, IV, and V levels, at least one year of the experience must have provided the applicant with the knowledge and ability to apply regulations, policies and procedures of the pertinent public assistance program(s) in which the vacancy exists.

*Supervisory Experience: For the Eligibility Worker V and certain IV level positions, applicants must possess supervisory aptitude. Supervisory aptitude is the demonstration of aptitude or potential for the performance of supervisory duties through successful completion of regular or special assignments which involve some supervisory responsibilities or aspects of supervision, e.g., by serving as a group or team leader, or in similar work in which opportunities for demonstrating supervisory capabilities exist; or by completion of training courses in supervision accompanied by application of supervisory skills in work assignments; and/or by favorable appraisals by a supervisor indicating the possession of supervisory potential.

Substitutions Allowed

Successful completion of thirty (30) semester credit hours of coursework from an accredited college or university may be substituted for the General Experience on a year-for-year basis.

Quality of Experience

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

Selective Certification

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established, and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the specific training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests

Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements

Applicants must be able to perform the essential functions of the position effectively and safely, with or without reasonable accommodation.

This is an amendment to the minimum qualification specifications for the classes ELIGIBILITY WORKER I, II, III, IV and V, which were approved on May 8, 2003.

DATE APPROVED: May 29, 2019

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for RYKER WADA, Director
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