Class Specifications
for the:

ELIGIBILITY PROGRAM SPECIALIST SERIES

Series Definition:

The objective of public assistance programs is to ensure that individuals and families have or are provided with sufficient resources to obtain food, clothing, shelter, medical care and other essentials. Income maintenance programs provide public assistance in the form of food stamps or direct money payments to the poor, needy and/or disabled.

Income maintenance includes various categorical assistance programs such as General Assistance (GA), Aid to Families with Dependent Children (AFDC), Supplemental Security Income (SSI), Aid to Aged, Blind and Disabled (AABD), Refugee Resettlement and Energy Assistance to Low Income Families, and involves various functions such as technical consultation and management evaluation.

This series includes positions which are concerned with planning, developing, installing, maintaining and carrying out the comprehensive Federal-State plans for various income maintenance programs. Positions in this series are concerned with one or more of the following:

(1) Developing, clarifying, evaluating and monitoring income maintenance rules, regulations and procedures in accordance with Federal, State and departmental program guides and directives.

(2) Providing technical consultation in, and conducting or participating in training sessions related to, the application of income maintenance rules, regulations and procedures.

(3) Developing program plans and budgetary requirements and evaluating program operations.

(4) Directing and supervising the operations of a large organizational component concerned with the determination/redetermination of applicants’/recipients' eligibility for public assistance.

Knowledge of the applicable income maintenance program(s) and the rules, regulations, policies and procedures relating to the program(s) is required of positions in this series.

Levels in this series are based primarily on the following classification factors:

(1) Nature and scope of work assignments.

(2) Nature of supervision received.

(3) Nature of person-to-person contacts.

(4) Nature and extent of supervision exercised.

(5) Knowledge and abilities required.

This is the first specification for the new INCOME MAINTENANCE PROGRAM SPECIALIST SERIES*.

*Note: The class title has been changed from Income Maintenance Worker to Eligibility Program Specialist effective April 29, 2002.

Effective Date: July 1, 1978.

DATE APPROVED: 9/29/81

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Director of Personnel Services

ELIGIBILITY PROGRAM SPECIALIST III (ELIGIBILITY PRGM SPCLT III) 3.367

Duties Summary:

Assists a higher level program specialist by conducting assigned activities and/or by assisting in developing, clarifying, evaluating and monitoring rules, regulations and procedures for income maintenance functions and programs; and performs other duties as required.

Distinguishing Characteristics:

This class involves responsibility for assisting a higher level specialist(s) by conducting various activities related to major function(s) (e.g., technical consultation, management evaluation function), by assisting in the development, clarification, evaluation and monitoring of rules, regulations and procedures related to categorical assistance programs.

Initially, a position in this class is provided detailed instructions with work assignments and detailed review is made of completed work. Instructions and review become more general with subsequent assignments.

Examples of Duties:

Assists in reviewing and analyzing operating policies and procedures; assists in the development and implementation of improvements; assists in the development of teaching aids and/or plans; participates in training activities; answers questions and explains pertinent Federal and/or State laws, regulations and policies and division's Income Maintenance rules, regulations and procedures; conducts special studies as assigned; compiles and analyzes quality control findings and prepares reports, recommendations, memoranda and correspondence, as requested; maintains contacts with personnel within the department, in other state agencies, in various Federal agencies, private firms and/or the general public for the purposes of receiving and disseminating information about the program; participates in the review of unit operations, identifies deviations from established plans, standards, activity and effectiveness measures, and makes recommendations for changes; assists in preparing notices for public hearings; may speak to groups and individuals; may supervise clerical and other lower-level personnel.

Knowledge and Abilities Required:

Knowledge of: Social, psychological, economic and emotional factors which influence the behavior and attitudes of individuals; basic research and evaluation techniques; report writing.

Ability to: Analyze and interpret data, reports and other findings; utilize problem solving techniques and evaluate

results; reason logically; learn pertinent income maintenance goals, objectives, laws, rules, court decisions, policies and procedures; communicate effectively, both orally and in writing; prepare clear and concise reports; develop and maintain effective working relationships with others; adhere to administrative policies and procedures.

ELIGIBILITY PROGRAM SPECIALIST IV 3.368
(ELIGIBILITY PRGM SPCLT IV)

Duties Summary:

Independently conducts activities for assigned major functions; develops, clarifies, evaluates and monitors rules, regulations and procedures for assigned functions and/or categorical assistance program(s); serves as liaison and technical resource person for assigned areas of responsibility; and performs other duties as required.

Distinguishing Characteristics:

This class is distinguished by the responsibility for conducting all activities related to assigned major function(s) (including but not limited to technical consultation and management evaluation) and assisting in the overall development and maintenance of income maintenance program(s) through studies, advisory services, liaison work and recommendations on policies and procedures. In addition, a position in this class may be responsible for performing program development work characteristic of the next higher level Type 1 positions except that at this level, program development work does not require the major portion of a position’s time nor is such a position the principal program specialist for an assigned categorical assistance program(s).

A position in this class receives general supervision and carries out assigned responsibilities in accordance with Federal and State laws, regulations, guides and directives, and departmental and other general policy and procedural guides and precedents. Personal contacts are maintained with officials and employees of the department, personnel of other State and Federal agencies and the general public.

Examples of Duties:

Reviews Federal laws, regulations and policies; reviews and analyzes operating policies and procedures, and assists in the development and implementation of improvements; develops, clarifies, evaluates and monitors pertinent Income Maintenance rules, regulations and operational procedures; develops, improves and controls income maintenance program forms; answers questions and explains pertinent Federal and/or State laws, regulations and policies and division's income maintenance rules, regulations and procedures; develops instructions, teaching aids and/or plans; plans and conducts training or attends training as resource person; speaks to groups and individuals; establishes and maintains contact with personnel within the department, in other State agencies, in various Federal agencies, private firms and the general public for the purposes of receiving and disseminating information about the program and securing cooperation for ongoing working agreements; prepares reports, recommendations, memoranda and correspondence; reviews operations, monitors program effectiveness and makes recommendations for changes; requests, coordinates and monitors requests for data processing services; may assist a higher level program specialist; conducts special studies; participates in conferences with Federal officials; prepares notices for public hearings and may attend public hearings as a resource person; compiles, analyzes and prepares reports relating to quality control findings and recommends corrective action; may supervise clerical and other lower-level personnel.

Knowledge and Abilities Required:

In addition to those knowledge and abilities required at the lower level, this class requires:

Knowledge of: Income maintenance goals, objectives, laws, rules, policies, procedures, court decisions, and reasons for decisions and their implications; and basic management principles as they relate to effective work organization and staff utilization.

Ability to: Interpret and explain pertinent Federal and/or State regulations; identify and analyze operational/management problems and recommend solutions; speak effectively to groups and individuals.

ELIGIBILITY PROGRAM SPECIALIST V (ELIGIBILITY PRGM SPCLT V) 3.369

Duties Summary:

Serves as principal program specialist for an assigned categorical assistance program(s); provides technical consultation and participates in training of line personnel; or directs the operations of a large organizational component concerned with the determination/redetermination of eligibility for public assistance; and performs other duties as assigned.

Distinguishing Characteristics:

Eligibility Program Specialist V positions are typically of two general types:

Type I - The principal program specialist responsible for the development of plans, operational requirements and the maintenance of controls necessary for the implementation of a statewide categorical assistance program(s). The work involves defining goals, and developing, clarifying, evaluating and monitoring rules, regulations and procedures in accordance with Federal program guides and directives as well as departmental and other general policy and procedural guides and precedents; and serving as technical consultant to, and assisting with training of, line personnel relative to the assigned program(s). The work of lower-level specialists may be coordinated and/or supervised, as necessary. A position of this type is responsible for all program development activities for assigned categorical assistance program(s) and spends a preponderance of its time in such activities for the assigned program(s).

Type II - The line specialist is responsible for directing income maintenance program operations for a large organizational component. In addition to directing operations through subordinate supervisors, the incumbent of a position of this type performs various administrative functions including staffing and activity planning, organizing and evaluating. A position of this type also develops operating procedures and guides, provides program consultation and performs community relations functions. Work is performed in accordance with Federal, State and departmental policies and procedures.

Both types of positions in this class maintain significant personal contacts with State and/or Federal officials, departmental officials and employees and other interested groups and individuals.

Examples of Duties:

Type I positions: Reviews and analyzes needs, problems, community values, resources and constraints and defines goals of assigned categorical assistance program(s); reviews Federal and/or State requirements, conducts appropriate studies on eligible or potentially eligible persons and operating procedures, and develops program plan, standards, methods and procedures; formulates proposed regulations for public hearing; reviews and analyzes comments from public hearings and determines whether such comments should be incorporated in final regulations; prepares and finalizes proposed regulations; evaluates and re-writes manual policies and procedures; conducts field and other special studies; reviews fair hearing decisions, and operating problems and revisions in requirements; recommends revisions in program plan(s), standards, methods and procedures, and recommends required training; recommends administrative actions to insure conformance with program requirements, and provides technical advice and guidance to operating personnel by means of memoranda, conferences and training; makes continual analyses of operational data; prepares memos, correspondence, legislative testimony, reports, press releases, etc.; makes presentations on program operations and problems to pertinent groups and individuals including State official and the Legislature, and carries out related public information activities; maintains contact with Deputy Attorney General regarding court suits and other legal matters relating to assigned categorical assistance program(s); implements court decisions; formulates or participates in the formulation of budget requests; supervises clerical and other lower-level personnel.

Type II positions: Plans, organizes, directs and supervises income maintenance operations; defines and formulates operational goals and objectives; develops operational plans, methods and procedures; writes, evaluates, modifies and re-writes administrative procedures; prepares operational plans for biennial budgets or reorganizations; reviews and evaluates methods, procedures, outputs, activities and results in the delivery of services to clients to identify problems, gaps in

services/resources and areas for possible improvement; reviews and evaluates the quality and quantity of worker action and results desired in order to determine appropriate work performance standards and takes appropriate action to maintain efficient, effective operations; conducts studies, reviews operating problems and revisions in requirements and develops and implements or recommends changes in methods, procedures and training; recommends and/or implements administrative actions to insure conformance with program requirements; provides technical advice and guidance to subordinate personnel or secures such advice and guidance; prepares memos, correspondence and reports; makes presentations of program operations and problems to pertinent groups and individuals, including State officials and the Legislature and carries out related public information activities; conducts and participates in various community and staff meetings; conducts conferences with subordinate supervisors, evaluates work performance, approves leave, and recommends various personnel actions; and supervises clerical and other personnel.

Knowledge and Abilities Required:

In addition to those knowledge and abilities required at the lower level, this class requires:

Knowledge of: Governmental processes, including operational processes of the legislature and the courts; income maintenance programs funding sources, limitations and impact on the State welfare program; Administrative Procedures Act and procedures related to conducting public hearings; principles and practices of supervision.

Ability to: Make presentations on program operations and problems to the legislature and others; formulate specific objectives, standards, policies and procedures which are appropriate to local conditions in accordance with broad general guides or requirements for statewide categorical assistance programs; direct and supervise the operations of a large organization; formulate and implement operational goals and objectives, and develop plans, methods and procedures to carry out objectives; prepare operational plans for biennial budgets or reorganizations; evaluate the efficiency and effectiveness of unit operations.

ELIGIBILITY PROGRAM SPECIALIST VI 3.370
(ELIGIBILITY PRGM SPCLT VI)

Duties Summary:

Plans and directs the program development functions and activities of a major statewide income maintenance program; supervises lower-level Eligibility Program Specialists and others; and performs other duties as required.

Distinguishing Characteristics:

This class is distinguished by the responsibility for supervising and directing the development of operational requirements and the maintenance of controls necessary for the implementation of a major statewide income maintenance program such as Food Stamps or Financial Assistance. A major income maintenance program includes categorical assistance programs and/or functions. The work is performed in accordance with broad Federal and State program guides and directives, and involves defining the objectives and parameters of the program; planning, developing and evaluating program development functions, activities, policies and guidelines; developing program plans and budgetary requirements; maintaining personnel contacts with representatives of appropriate Federal and State Agencies and supervising the work of lower-level Eligibility Program Specialists and others.

Examples of Duties:

Plans, develops and determines scope of program and activities for a major statewide income maintenance program; directs, coordinates and supervises staff in developing, implementing and maintaining the operational requirements and State Plan of Operations for a major statewide income maintenance program; formulates or supervises the formulation of policies and procedures based on Federal and/or State laws and regulations; reviews, evaluates, and comments on, proposed Federal and State legislation, rules and regulations to present agency’s views and position; prepares budget requests; prepares and/or provides direction for preparation of legislative testimony and reports for the State’s congressional delegation and for the State Legislature; serves as liaison and maintains Federal-State relationship with various Federal agencies; serves as

departmental representative and liaison with various public and private agencies and individuals for assigned program(s); determines need for, and coordinates services of other offices in the department; develops and implements a system for reviewing the performance of line operations and/or other agencies/institutions involved in a statewide income maintenance program and coordinates the preparation of corrective action plans; participates in court cases including making depositions, answering in defense of Department's action, preparing reports, etc.; serves as technical consultant for a statewide income maintenance program; conducts meetings and conferences with staff, general public and/or representatives from various Federal, State, private and public agencies; participates in, and/or conducts workshops and training sessions; supervises a staff of lower-level program specialists and others.

Knowledge and Abilities Required:

In addition to those knowledge and abilities required at the lower levels, this class requires:

Knowledge of and ability to apply administrative principles and techniques; ability to plan, supervise and direct the program development functions and activities of a major statewide income maintenance program; ability to formulate budget requests; ability to formulate policies and procedures; ability to meet, elicit the cooperation of and deal effectively with associates, representatives of various public and private agencies and groups.