



EMPLOYMENT &
HUMAN SERVICES

MEMORANDUM

Kathy Gallagher, Director

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To: All Staff, Code 2A

Date: August 17, 2020

From: Kelley Curtis, Workforce Services Director

Subject: EHSD Hiring for Eligibility Worker I position

EHSD is recruiting for Eligibility Worker I positions. If you know of potential candidates, especially anyone who is bilingual in Spanish, the job announcement is available on the County HR website:

<https://www.governmentjobs.com/careers/contracosta/jobs/2826232/eligibility-worker-i?>

We appreciate your help in getting the word out to those who may be looking for work and interested in this County position with EHSD.

COUNTY OF CONTRA COSTA
Department of Human Resources



invites applications for the position of:

Eligibility Worker I

Bargaining Unit: Local 1021 - Social Services Rank & File Unit

An Equal Opportunity Employer

SALARY: \$19.40 - \$23.58 Hourly
\$1,551.95 - \$1,886.41 Biweekly
\$3,362.56 - \$4,087.22 Monthly
\$40,350.72 - \$49,046.64 Annually

DEPARTMENT: Employment & Human Services

OPENING DATE: 08/17/20

CLOSING DATE: 08/30/20 11:59 PM

THE POSITION:

Bargaining Unit: Local 1021 - Social Services Rank & File Unit

Contra Costa County is recruiting to fill multiple permanent and temporary Eligibly Worker I vacancies in the Employment and Human Services Department (EHSD).

Eligibility Workers in EHSD apply regulations and determine eligibility to assistance programs, including Medi-Cal, CalFresh, and CalWORKs. These programs provide access to medical, food, basic cash assistance, and employment for the most vulnerable members of our community.

The Eligibility Worker I classification receives training on program eligibility rules, budgeting, interviewing techniques, case management, eligibility system navigation, and customer service. Upon successful completion of classroom training, individuals are assigned to one of the department offices for on-the-job training. Offices are located in Richmond, Pleasant Hill, Concord, Antioch, Brentwood, and Hercules.

Eligibility Worker I is the entry level classification in the Eligibility Work series. Those who satisfactorily complete the probation period may promote to Eligibility Worker II (\$3,648 - \$4,435).

We are looking for someone who is:

- organized and task-oriented
- able to read, interpret and apply government regulations, policies and procedures
- customer focused
- empathetic toward customers in difficult circumstances
- adaptable to changing regulations and procedures
- can give fair and unbiased interpretation of facts

What you will typically be responsible for:

- Conducting interviews with applicants and recipients of public assistance benefits
- Gathering information from applicants to make eligibility determination
- Reviewing applications and declarations for completeness and consistency
- Maintaining client records through data entry into computerized/online systems
- Linking customers to other community resources
- Making accurate and efficient determinations of eligibility

A few reasons you might love this job:

- You will have a daily impact providing assistance to vulnerable members of the community
- You will work in an engaging team environment
- There is opportunity for promotional growth

A few challenges you might face in this job:

- You will work in a fast paced environment
- You will be expected to process a high volume of work
- You will work in a highly regulated government environment

Individuals who are proficient in English/Spanish, Laotian, or Vietnamese are strongly encouraged to apply. Bilingual applicants who are hired will be required to pass the language proficiency exam in order to receive a monthly bilingual pay differential in addition to their monthly salary.

To read the complete job description, please visit the website, www.cccounty.us/hr.

The employment list established by this recruitment may remain in effect for six (6) months.

EXAM DATES

Tentative Online Written Exam: September 2020

TYPICAL TASKS:

- Conducts interviews with applicants or recipients of public assistance and medical care programs to assist them in the completion of prescribed application and declaration forms
- Conducts interviews in department offices and may conduct interviews in private homes, hospitals, nursing homes or clinics
- Elicits pertinent information concerning such items as income and other resources and financial obligations from applicants and recipients and collects verifications as needed
- Provides information to applicants and recipients regarding documents or official records necessary to establish or maintain eligibility
- Obtains required signatures for various documents as needed
- Reviews applications and declarations for completeness and consistency
- Obtains information relative to applicants or recipients from banks, insurance companies, legal authorities, County Recorder's Office and other agencies
- Receives training and experience in the evaluation of eligibility factors in specific cases against established criteria
- Receives training and experience in determination of eligibility
- Maintains client records manually and through computerized/on-line systems including information relative to budget changes, change in address, changes in status and similar types of entries
- Conducts eligibility redetermination by reviewing eligibility factors to determine propriety of continuation, modification or termination of public assistance
- Answers correspondence which requests information or assistance

MINIMUM QUALIFICATIONS:

License Required: Candidates must possess a valid California Motor Vehicle Operator's License. Out of State valid Motor Vehicle Operator's License will be accepted during the application process.

Education: Possession of a high school diploma or G.E.D. equivalency or a high school proficiency certificate.

Experience: Either 1) One (1) year of full-time (or the equivalent of full-time) office support experience which has included substantial public contact or 2) one (1) year of full-time (or the equivalent of full-time) experience with responsibility for processing documents relating to: loans, financial assistance, unemployment, veterans benefits, insurance benefits, health benefits and/or social services programs.

Substitution: Completion of 60 semester or 90 quarter units from an accredited college or university may be substituted for a maximum of six (6) months of the required experience in above option 1) or 2).

SELECTION PROCESS:

1. **Application Filing:** All applicants must apply on-line at www.cccounty.us/hr and submit the information as indicated on the job announcement by the final filing date.
2. **Application Evaluation:** Depending on the number of applications received, an Application Evaluation Board may be convened to evaluate and select the best-qualified candidates for invitation to the next phase of the examination.
3. **Written Examination:** May include multiple-choice questions, writing proficiency test, and scenario based competency/behavioral questions. Eligibles will be grouped into one of three bands (A, B, or C bands) based on test scores and any applicable veteran's credits (**Weighted 100%**).

The Human Resources Department may change the examination steps noted above in accordance with the Personnel Management Regulations and accepted selection practices.

CONVICTION HISTORY

After you receive a conditional job offer, you will be fingerprinted, and your fingerprints will be sent to the California Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). The resulting report of your conviction history (if any) will be used to determine whether the nature of your conviction conflicts with the specific duties and responsibilities of the job for which you have received a conditional job offer. If a conflict exists, you will be asked to present any evidence of rehabilitation that may mitigate the conflict, except when federal or state regulations bar employment in specific circumstances. Having a conviction history does not automatically preclude you from a job with Contra Costa County. If you accept a conditional job offer, the Human Resources department will contact you to schedule a fingerprinting appointment.

DISASTER SERVICE WORKER

All Contra Costa County employees are designated Disaster Service Workers through state and local law. Employment with the County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of Contra Costa County to consider all applicants for employment without regard to race, color, religion, sex, national origin, ethnicity, age, disability, sexual orientation, gender, gender identify, gender expression, marital status, ancestry, medical condition, genetic information, military or veteran status, or other protected category under the law.

Position #XHWA-2020B
ELIGIBILITY WORKER I
AM

jobs@hrd.cccounty.us

Eligibility Worker I Supplemental Questionnaire

1. The purpose of this supplemental questionnaire is to provide applicants the opportunity to elaborate on their qualifications for the Eligibility Worker I position. Resumes may be attached, but not submitted in lieu of completing the supplemental questionnaire. Do not answer any of the questions by indicating "see attached resume." Be brief and concise limiting your responses to the information that is relevant to each question.

N/A

- * 2. Where did you hear about this employment opportunity?

Indeed

- Contra Costa County Website
 - Facebook/Twitter
 - Craigslist
 - County District Office
 - One Stop Career Center
 - University
 - Community College
 - Adult School
 - Community Based Organization
 - Other
- * 3. If you selected "Other," for the previous questions, please tell us in which publication or website you saw the Advertisement, or how you heard of this position. If this doesn't apply, please indicate N/A in the text box below.
- * 4. Do you possess a valid California driver's license or out-of-state valid motor vehicle operator's license?
- Yes No
5. Are you proficient in a second language and would like to be considered for bilingual position? If so, please indicate below the language you are proficient in speaking, listening and understanding:
- Spanish
 - Vietnamese
 - Farsi
 - Arabic
 - Tagalog
 - Cantonese
 - Lao
 - Russian
 - Other
6. If you selected "Other" in the previous question, identify the language:
- * 7. Do you have office support experience that includes working with the general public?
- Yes, I have one (1) year of full-time (or the equivalency) of the required experience.
 - Yes, I have six months (or the equivalency) of the required experience.
 - No, I do not have office support experience or experience working with the general public.
- * 8. Please indicate the type of office support experience you have acquired. (Please provide a thorough description of duties performed on your application under the "Work History" area):
- Receptionist
 - Data Entry
 - Clerical-general (filing, typing)
 - Financial-accounting, payroll processing
 - Records maintenance (personnel files, medical charts, company payroll records, etc.)
 - Processing loans, financial assistance, benefits or court documents
 - Call Center
 - Secretarial
 - Customer Service Representative
 - Other
 - I do not have office support experience.
- * 9. If you selected "Other", identify the other type of office experience. If this doesn't apply, please indicate N/A in the text box below.

- * 10. Based on a 40 hour work week, please indicate the percentage of time you interacted with the general public.
- 25% - (10 hours per work week)
 - 50% - (20 hours per work week)
 - 60% or more - (24 hours or more per work week)
 - No public contact
- * 11. Do you have experience processing documents relating to: loans, financial assistance, unemployment, veteran's benefits, insurance benefits, health benefits and/or social services programs?
- Yes, I have one (1) year of full-time (or the equivalency) of the required experience.
 - Yes, I have six months (or the equivalency) of the required experience.
 - No, I do not have experience with processing these types of documents.
- * 12. If you marked yes for the previous question, please indicate what type of documents you worked with (Please provide a thorough description of your responsibilities when working with specific documents on your application under the "Work History" area):
- Loans (car, home, personal)
 - Financial Assistance (child care or student loan applications)
 - Unemployment applications
 - Veteran's Benefits
 - Insurance Benefits
 - Health Benefits
 - Social Services Programs (public assistance/aid programs)
 - I do not have experience with the type of documents listed above
- * 13. Substitution: Check the appropriate box. Have you completed 60 semester or 90 quarter units from an accredited college or university? Transcripts will be requested by the department.
- Yes, I have completed 60 semester or 90 quarter units from an accredited college or university.
 - No, I do not possess the education listed above.
- * 14. For what type of positions would you like to be considered? Indicate all that apply.
- Permanent Full-Time (Regularly scheduled 40 hours per week, full fringe benefits)
 - Permanent Part-Time (Regularly scheduled less than 40 hours per week; prorated vacation, sick leave; eligible for medical/dental benefits; retirement plan)
 - Temporary Full-Time- Limited Term Employment (A limited period of time, paid on an hourly basis, eligible for paid time off if assignment exceeds one (1) year)
 - Temporary Part-Time- Limited Term Employment (A limited period of time, paid on an hourly basis, eligible for paid time off if assignment exceeds one (1) year)
- * 15. What regions are you willing to work in?
- Central (Concord, Clayton, Martinez, Pleasant Hill, and Walnut Creek)
 - West (Crockett, El Cerrito, El Sobrante, Hercules, Kensington, Pinole, Richmond, Rodeo and San Pablo)
 - East (Antioch, Bay Point, Brentwood, Oakley and Pittsburg)
 - South (Danville, San Ramon, Orinda, and Lafayette)
- * 16. I certify that I meet the announced requirements for this examination and understand that I will be eliminated at any stage in such examination if it develops that, in fact I do not meet them. I further certify that all statements made in this supplemental questionnaire and the application are true and I agree and understand that misstatements or omissions of material facts will cause forfeiture of my rights to employment with Contra Costa County.
- Yes

* Required Question