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## JOB DESCRIPTION

## TITLE: INTAKE WORKER / ELIGIBILITY SPECIALIST

**DEPARTMENT: SUBSIDY AND FAMILY SERVICES**

**REPORTS TO: ASSOCIATE PROGRAM DIRECTOR**

**STATUS: NON-EXEMPT**

**JOB SUMMARY:** Under supervision of the Associate Program Director is responsible for maintaining the agency subsidy files and determination of eligibility for subsidy programs.

**DUTIES**

1. Receives and checks all applications for completeness & documentation. If incomplete, prepares letters indicating missing information and mails or informs Caseworker of missing information.
2. Matches all information received to the correct files.
3. Prepares letters about status and missing information and mail or give to client.
4. Assess all requests for eligibility.
5. Receives and reviews Redetermination applications for completeness.
6. Inputs information into the database system (DMS, CARES, etc.) program for both new and redet applicants.
7. Sends out redet packages, if needed.
8. Sends out letter of redetermination indicating Acceptance, Waiting List or Termination
9. Determines eligibility for Redeterminations and all applicants for subsidy programs.
10. Review initial applications once they are complete.
11. Prepares and maintains all case records for eligibility.
12. Process county-to-county transfers and incoming and outgoing clients.
13. Process CPS cases.
14. Review NJCK files before going to Customer Service.
15. Completes follow-up calls and sends out appropriate response.
16. Forward improper payment files to the Manager and then the Controller.
17. Prepare materials and assist families in completing applications at fairs, community outreach events or on site at centers.
18. Makes copies, file, print, shred, fax, collates and staples.
19. Maintains general neatness of office work area.
20. Provides backup to other support staff, when needed.
21. Participates in agency initiatives and in-service training.
22. Participates in all advocacy efforts; as well as community outreach events in which the agency is involved before, during and after hours; as well as on the weekends.
23. Any duty as assigned by the Associate Program Director and/or Chief Executive Officer or her/his designee.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**SKILLS**

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| * support/believe in the mission of 4CS
* professionalism
* excellent customer service
* hardworking
* leadership
* resilient
* works on self-awareness and other awareness
 | * committed to excellence
* flexible
* open-minded
* problem-solving
* critical thinking skills
* courtesy to and respect for everyone (colleagues, clients, customers)
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**EDUCATION and/or EXPERIENCE**

AA degree or HS/GED with related experience accepted and/or 2-4 years experience in determining eligibility.

**LANGUAGE SKILLS**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one. Must be able to understand and follow complicated regulations.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**REASONING ABILITY**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**INITIATIVE/JUDGEMENT**

Must be organized and careful in preparing materials to be used by staff and general public; be able to take responsibility for eligibility determination.

**DISCLAIMER CLAUSE**

Job descriptions and specifications are not intended and should not be construed to be an exhaustive list of all responsibilities, skills, or working conditions associated with a job. They are intended to be an accurate reflection of the principal requirements of the position.