

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

PUBLIC AID ELIGIBILITY ASSISTANT

POSITION CODE: 35825  
Effective: 06/01/2015

DISTINGUISHING FEATURES OF WORK:

Under direct supervision, receives public assistance clients who have intake or return appointments with caseworkers, greets persons applying for public assistance programs, obtains initial necessary information and explains available programs to applicants and/or screens new applicants for public assistance and sets up eligibility appointments with the intake specialist or performs the verification function in an intake unit; performs clerical duties as required.

In Class I and Class II county offices: this class specification is intended to include one clerk who does screening; for additional support clerks to be included, all must screen applicants at least 25% of the time. In all other circumstances 50% or more of the time should be spent on intake or return appointments or screening or verifying.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Greets clients and new applicants for public assistance; asks name and address and keyboards the answers on the menu screen using a computer; informs appropriate caseworker that the person has arrived for their appointment; requests that new applicants be seated and wait until a screener is available to help them apply for public assistance; discusses general eligibility factors and benefits of public assistance programs.
2. Screens applicants and assists them in applying for public assistance; completes appropriate screening menu by asking applicant questions from the appropriate menu screen and by entering applicant's answers using the computer; prints out a copy of information entered, asks applicant to read information on printout and if it is correct, to sign their name; schedules a return appointment with the intake specialist who will determine public assistance eligibility; advises which documents the applicant should bring for this interview.
3. Performs the verification function in an intake unit; reviews various public records to determine birth dates, school attendance and income; conducts home and collateral visits to verify pertinent facts at the point of intake; prepares necessary records and reports for use of the eligibility specialist.
4. Enters initial and updated technical, client and office information into all public aid data entry systems.

## PUBLIC AID ELIGIBILITY ASSISTANT (Continued)

5. Keyboards a variety of material from diverse sources when assigned to a small county office, including statistical, numerical or technical data, charts, exhibits and simple material, designing new formats, if necessary; keyboards and composes varied correspondence which requires the use of independent judgment and command of business terminology to clearly present complex ideas, and which may receive only spot checking before release to other departments or the general public; checks for accuracy and correctness of spelling, grammar and punctuation; signs supervisor's name to correspondence as authorized; receives, sorts, opens, reads and distributes mail, official letters and other incoming correspondence; either assembles and mails, or directs the completion of these duties by other clerical personnel, of materials and outgoing correspondence; coordinates clerical and minor administrative functions of a small local office.
6. Attends training and update sessions on Healthcare and Family Services policies, procedures and regulations.
7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

## DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of high school and requires one year of clerical supportive experience in the Department of Healthcare and Family Services or equivalent training and experience.

Requires written and spoken knowledge of the English language and may require the ability to speak and write a foreign language, such as Spanish at the colloquial skill level in order to communicate with non-English speaking persons.

Knowledge, Skills and Abilities

Requires working knowledge of business English, arithmetic and modern office practices and procedures.

Requires working knowledge of a public assistance program.

Requires the ability to establish and maintain satisfactory working relationships with public assistance clients, the general public and other employees.

Requires the ability to keyboard accurately at a working rate of speed.

Requires the ability to make arithmetic computations, rapidly and accurately.

Requires the ability to understand and follow complex oral or written instructions.

Requires the ability to prepare and keyboard complex statements and reports when assigned to a small county office.

Requires the ability to organize, layout, develop and install clerical forms and procedures when assigned to a small county office.