NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 10
Fiscal Year: 2014/2015
Posted Date: 08/22/2014
Reposted Date: N/A

RETITLE AND AMEND THE FOLLOWING JOB CODE(S):
(Job specification(s) attached)

<table>
<thead>
<tr>
<th>Item #</th>
<th>Job Code</th>
<th>Former Title</th>
<th>New Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2903</td>
<td>Eligibility Worker</td>
<td>Hospital Eligibility Worker</td>
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</tbody>
</table>

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

For additional information regarding this proposed classification action, please contact Megan Siems, Senior Classification and Compensation Analyst, at (415) 557-4898 or by email at Megan.Siems@sfgov.org.


cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Support Services
Micki Callahan, DHR
Jennifer Johnston, CSC
Sandra Eng, CSC
Linda Cosico, DHR
Maria Newport, SFERS
Risa Sandler, Controller/Budget Division
Devin Macaulay, Controller/ Budget Division
Theresa Kao, Controller/ Budget Division
E-File
INTRODUCTION

Under general supervision, to perform a variety of technical duties in the review and determination of initial and continuing client eligibility for a variety of public assistance programs, medical coverage under the terms of various private and public health care and financial assistance programs.

DISTINGUISHING FEATURES

Positions in this classification are responsible for carrying out well defined rules and regulations pertaining to various categorical aid programs and explaining them to applicants and the general public. Positions in this class have regular contacts with clients, their relatives, hospital personnel, and representatives of outside agencies and the public.

2903 Eligibility Worker is the journey level class and is the entry level class in the Eligibility Worker series. This class is distinguished from the 2905 Senior Eligibility Worker and 2908 Hospital Eligibility Worker by tasks and duties being performed under closer supervision. Since this class is typically used as a training class, employees may have only limited or no directly related work experience.

2905 Senior Eligibility Worker Employees within this class are distinguished from the 2903 Eligibility Worker by the performance of the full range of duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the class 2903 level, or when filled from the outside, require prior related work experience.

The 2905 class is distinguished from the 2908 Hospital Eligibility Worker in that the 2908 identifies and determines client eligibility for medical coverage under the terms of various private health plans and public assistance programs, whereas the class 2905 determines client eligibility for public assistance programs and certifies for reimbursement.

Additionally, the 2905 class is distinguished from the 2913 Program Specialist in that the 2913 class performs higher level technical assignments than the 2905 class.

SUPERVISION EXERCISED

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Schedule and interview clients in the offices of the Department of Social Services, in the client’s home, or in hospitals and various institutions to determine new or continuing...
program eligibility.

2. **When assigned to hospital,** admit and register patients for hospital care; obtain demographic information.

3. Coordinate transfers of patients between counties; inform clients of procedures and necessary reports.

4. Explain eligibility programs, qualification standards, policy and procedure to clients; assist clients in completion of applications, forms and reports when necessary; review and evaluate applications for completeness and accuracy; prepare client budget to determine eligibility.

5. Apply legal criteria to determine eligibility; provide recommendations regarding financial eligibility for assistance programs; determine eligibility and grant amount according to established policies and procedures; review and determine re-certification.

6. Prepare case records related to client eligibility information and financial assistance received; update case records; submit required reports.

7. Investigate statements and information received from applicant through the use of telephone or written verifications.

8. Investigate and resolve client problems involving non-receipt of benefits.

9. Review cases with supervisor in assessing the quality of the eligibility determination process and procedure.

10. Compose and prepare correspondence to clients, references, and State agencies; gather statistical data and prepare reports as required.

11. Answer questions and provide information to clients and the general public regarding assigned program area.

12. Refer clients in need of case work services to members of social service staff; may provide limited referrals to resources within the community on matters related to income maintenance; refer clients to appropriate agencies according to established procedures.

13. Perform related duties as required.

**IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES**

Knowledge of: Basic interviewing and investigative skills and techniques; office procedures, methods and computer equipment; basic mathematics.
Title: Hospital Eligibility Worker  
Job Code: 2903

Ability to: Learn departmental programs, policies, procedures and terminology; learn principles and procedures of record keeping; learn to interpret and apply pertinent Federal, State, local and departmental laws, rules, regulations, policies and procedures regarding assigned program; learn to plan, organize and prioritize caseload; learn to interview applicants for public assistance and obtain confidential information relative to personal, family, financial, medical or other circumstances of client relating to eligibility; learn to evaluate data and provide recommendations on eligibility of client; maintain accurate records and meet program deadlines; operate a computer terminal and standard office machines; make accurate mathematical computations; type and enter data at a speed necessary for successful job performance; effectively communicate with and elicit information from clients in difficult situations; apply Federal, State, and local Equal Employment, Affirmative Action, and Civil Rights laws, procedures, and regulations; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work.

Knowledge of: Principles and practices of caseload management; Federal, State, local laws, rules, regulations, policies, and procedures regarding assigned program area; services offered by related agencies; departmental programs, policies, procedures and terminology.

Ability to: Interview applicants for public assistance and obtain appropriate information, often in different languages, or dialects of English; accurately gather, record and evaluate data necessary for the determination of eligibility; interpret and apply Federal, State and local policies, procedures, laws and regulations; work independently with minimal supervision.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

LICENSE AND CERTIFICATION

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

ORIGINATION DATE: 2/13/1968
Title: Hospital Eligibility Worker  
Job Code: 2903

AMENDED DATE: 1/17/1972; 3/15/1993

REASON FOR AMENDMENT  
To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): COMMN