



# Walker River Paiute Tribe

*Human Resources Department*

## JOB ANNOUNCEMENT

Job Title:	Eligibility Technician	Supervisor:	Social Services Director
Department:	Social Services	Location:	Clinic
Salary Range:	\$16.33-17.15-hour, doe	Pay Grade:	8
FSLA Status:	Non-exempt	Type:	Full-time
Open Date:	July 07, 2021	Close Date:	July 19, 2021

### *2<sup>nd</sup> Posting*

**DEFINITION:** Under general supervision, the Eligibility Technician not only screens and conducts IGA applications, but will also assist the Social Services Director with administrative processes such as greeting public, answer phone calls, direct calls, assist with referrals to other resources, and transporting clients as needed, determining eligibility of clients for services, case management; performs related work as assigned.

**ESSENTIAL FUNCTIONS:** This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

### TASKS:

Greet public, answers/directs phone calls and aid in accessing resources to clients. Screens and conduct assessments to determine eligibility for services; maintains accurate procedures for determining eligibility and availability of benefits; facilitates client application for various assistance and/or benefits; monitors and assists with client eligibility status; explains program policies, procedures and practices to applicants, clients, representatives of other agencies, or outside individuals or groups; determines availability of payment resources.

Obtains authorization for acceptance or denial from appropriate manager and informs client/family or other parties of acceptance or denial; ensures that appropriate forms and documents are properly recorded and transmitted to appropriate office; maintains records of contacts, referrals and dispositions; provides information to callers regarding procedures, services, rates and programs; maintains liaison with local, state and federal agencies.

Conducts home visits and maintains procedures for contacting clients or families to prevent loss of eligibility; informs client of additional resources that they may be eligible for and assist in pursuing applications for such; ensures timely re-application and/or re-determination of eligibility; observes and abides by policies and procedures governing confidentiality.

May prepare periodic reports, record keeping and file maintenance of sensitive material; attends conferences, seminars, workshops and meetings; gathers information from resources involved with client; reviews all welfare assistance applications and claims for completeness and accuracy, makes necessary changes and submits for payment.

Confirm tribal enrollment and respond to I.C.W.A inquiries via mail. Place orders, process invoices for payment. Greet and direct the public, answer telephone inquiries and direct to proper personnel; organize and maintain filing system.

**KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:**

Knowledge of resources available in the community for the alleviation of social, employment and financial needs. Knowledge of eligibility requirements for the programs administered. Knowledge of policies and procedures for assigned programs. Knowledge of record keeping procedures. Skill in assessing the needs of clients. Skill in maintaining an ongoing list of contacts that can be called upon for assistance. Skill in interpreting and explaining policies, procedures and practices. Skill in workload management. Skill in interpersonal communications/dealing with people and people in crisis. Skill in establishing and maintaining effective working relationships.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work is primarily conducted in an office setting, with some light lifting, there will also be transporting of clients, as necessary.

**MINIMUM QUALIFICATIONS:**

- A high school diploma/GED; and two (2) years of work experience in human services or a related field; or an equivalent combination of education and experience.

**PREFERRED QUALIFICATIONS:**

- Two (2) years of customer service experience; records management, case management, and/or conflict resolution training; working with individuals in crisis.

For applications contact Human Resource at the Tribal Administration Building,  
Walker River Paiute Tribe, P.O. Box 220, Schurz, Nevada 89427;  
Call (775) 773-2306, ext. 315, Fax (775) 773-2358 or E-mail: [wfrank@wrpt.org](mailto:wfrank@wrpt.org)  
<http://www.wrpthumanresources.com/>

Preference in filling vacancies is given to qualified Indian candidates in accordance with the Indian Preference Act (Title 25, U.S. Code, Section 472 and 473). However, the Walker River Paiute Tribe is an Equal Opportunity Employer and all qualified applicants will be considered in accordance with the provisions of Section 703(I) of Title VII of the Civil Rights Act of 1964, amended in 1991.