



COUNTY OF LOS ANGELES
DEPARTMENT OF PUBLIC SOCIAL SERVICES
OPEN COMPETITIVE JOB OPPORTUNITY



Bulletin No. 09-06

Posting Date: October 30, 2009

JOB TITLE **ELIGIBILITY WORKER I**

EXAM NUMBER 491783

FILING DATES November 02, 2009 until needs are met

SALARY \$2,623.82 - \$3,080.27 **MONTHLY**

Eligibility Worker I is a one-year training position. Persons who perform competently in this position are qualified to file for promotion to Eligibility Worker II after one year. The salary for Eligibility Worker II is \$2,962.00 - \$3,669.00.

BENEFITS

Represented Employees

- Cafeteria Benefit Plan
- Defined Contribution Retirement Plan
- Deferred Compensation & Thrift Plan
- 11 Paid Holidays
- Generous Vacation and Sick Leave Benefits
- Flexible Work Schedules

POSITION INFORMATION

Under close supervision, makes initial and continuing eligibility determinations for grants and public assistance program's applicant and participants. This is the entry-level trainee class and positions of this class report to an Eligibility Supervisor. Eligibility Worker I distinguishes from the Eligibility Worker II class in that the latter class is a journey-level class and Eligibility Worker I receives on-the-job training. On-the-job training includes practical experience in interviewing public assistance applicants or participants to determine initial or continuing eligibility for public assistance grants and programs, and identifying problems requiring referral to social services staff. Upon completion of the one-year probationary period, incumbents are expected to be able to demonstrate the acquired knowledge and abilities necessary for advancement to the Eligibility Worker II level. Incumbents must be able to exercise interviewing and record-keeping techniques; to gather, record and evaluate client data; to understand and follow written instructions; to make arithmetic computations; and deal effectively with the public.

ESSENTIAL JOB FUNCTIONS

Receives instruction and practical experience in the following activities: Interview applicants or participants of public assistance to obtain financial and other eligibility data. Assists applicants or participants in completing the necessary documents. Explain provisions of the various public assistance programs, applicable Federal and State regulations, County's policies, and legal rights and responsibilities of applicants or participants in public assistance programs. Review and analyze financial and eligibility information to determine initial or continuing eligibility for one or more public assistance programs, e.g. CalWORKS, General Relief, Food Stamps, Medi-Cal or others. Contact individuals, agencies, insurance companies, schools and other relevant institutions to verify or clarify information provided by the applicants or participants to resolve discrepancies. Search various income and eligibility related computer databases to ascertain whether the applicants or participants are receiving income from other sources of public assistance aids or programs and to further assess

eligibility status. Compute benefits for eligible applicants or participants of public assistance programs, determine whether funds can be authorized for special needs, initiate and update program participants' financial information and documents. Organize, monitor and prioritize assigned cases to ensure necessary case records and documents are properly filed, processed, verified and updated within specific time limits established by legislation and regulations. Makes home calls or site visits to interview participants to clarify or verify eligibility or other information. Make preliminary assessment of applicants or program participants' social situation to determine potential problems which would require making referrals to social services staff. Refer applicants or program participants to appropriate County departments, community-based organizations and other agencies for services and resources to address their immediate and long-term needs. Participate in a job referral and placement project for public assistance programs. Prepare the forms necessary for entering participant's financial and biographical data into the computer system; reviews computer generated data reports to verify and ensure data entered is accurate. Follow existing procedures and criteria to identify suspected cases of welfare fraud for referrals to the Welfare Fraud Prevention and Investigation unit.

MINIMUM REQUIREMENTS

Completion of 60 semester or 90 quarter units of work in an accredited college* - OR - two years of clerical experience.

Physical Class: 2 - Light:

Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

Licenses: A valid California Class C Driver License or the ability to use an alternative method of transportation when needed to carry out job-related essential functions is required for appointment to some positions in this class.

Special Requirement Information: *Accredited institutions are those listed in the publications of regional, national, or international accrediting agencies which are accepted by the Department of Human Resources. Publications such as American Universities and Colleges and International Handbook of Universities are acceptable references. Also acceptable, if appropriate, are degrees that have been evaluated and deemed to be equivalent to degrees from United States accredited institutions by an academic credential evaluation agency recognized by The National Association of Credential Evaluation Services or the Association of International Credential Evaluators, Inc. (AICE).

A copy of your diploma or official transcript must be attached to the application at the time filing.

SPECIAL INFORMATION

Shift: Day: 8:00a.m. - 5:00p.m.

ALL CANDIDATES WILL BE REQUIRED TO PROVIDE POSITIVE IDENTIFICATION BEFORE BEING ADMITTED TO THE WRITTEN AND/OR INTERVIEW OR PERFORMANCE EXAMINATIONS. PLEASE BRING TO THE EXAMINATION A VALID DRIVER LICENSE OR ANOTHER FORM OF VALID IDENTIFICATION WHICH HAS YOUR PHOTOGRAPH AND SIGNATURE (SCHOOL OR BUSINESS I.D. CARD, BUILDING PASS, PROFESSIONAL LICENSE, VALID PASSPORT, ETC.).

SELECTIVE CERTIFICATION LISTS: Selective certification lists may be prepared for the following language specialties: Armenian, Cambodian, Cantonese, Korean, Lao, Mandarin, Russian, Spanish, Tagalog, and Vietnamese.

Candidates who wish to have their names placed on a selective language certification list must pass a qualifying language proficiency test on their ability to speak, read and write English and the specialty language.

APPOINTMENT INFORMATION: As a condition of employment, appointees must successfully pass a training program. The duration of the training program (approximately 10-14 weeks of classroom and on-the-job training) is included in the appointee's one-year probation period.

VACANCY INFORMATION

The resulting eligible register for this examination will be used to fill vacancies in the Department of Public Social Services offices located throughout Los Angeles County.

EXAMINATION CONTENT

This examination will consist of two parts.

Part 1: A written test weighted 40 %. This part of the exam will assess the following dimensions:

- General Office Work Practices
- Basic Principles and Practices of Interviewing
- Customer Services
- Data Analysis and Interpretation (including Mathematical Ability)
- Reading Comprehension

Part 2: An interview weighted 60%. This part of the exam will evaluate the following areas:

- Job Preparation
- Interpersonal, Oral Communication and Customer Services Skills
- Analytical and Decision-Making Skills
- Work Skills
- Adaptability and Dependability

Candidates must pass the written test component to advance to the Interview. Candidates must achieve a passing score of 70% on each portion of the examination (written test and interview) to be placed on an eligible register.

The written test is not reviewable by candidates per Civil Service Rule 7.19.

ELIGIBILITY INFORMATION

The names of candidates receiving a passing grade in the examination will be placed on the eligible register in order of their score group for a period of twelve months following the date of promulgation.

RETAKE INFORMATION: No person may compete for this examination more than once every six months. Also, you may not take the written test or interview again until your name expires from the eligible register.

**** IMPORTANT INFORMATION ****

APPLICATION INFORMATION

All applicants are required to submit a standard County of Los Angeles Employment Application. You have the option of filing your application either by Hard Copy submission - OR- Online (via electronic submission).

Instructions for Filing Online: The Standard County Employment application for this examination may be completed online and submitted electronically. Applications electronically received after 5:00 p.m., PST on the last day of filing will not be accepted. To apply online, click the link below on or after November 2, 2009.

https://sjobs.brassring.com/1033/asp/tg/cim_jobdetail.asp?partnerid=25082&siteid=5041&req=887br

Candidates who apply online must upload any document as attachments during application submission or fax the documents to (213) 738-3537 within 5 business days of filing online. Please include exam number and exam title.

Instructions for Hard Copy Submission: The Standard County Employment Applications are available at the filing location below or may be downloaded from the Department of Human Resources website at: <http://easier.co.la.ca.us/JobInfo/empapp.pdf>

Applications for this position will be accepted on business days only between 8:00 a.m. and 5:00 p.m. Application must be received either in person or through the mail, by 5:00 p.m. on the last day of filing.

The acceptance of your application depends on whether or not you have clearly shown that you meet the Minimum Requirements. Please be sure your application shows complete information, including dates for education and jobs held which relate to the position. In the spaces provided for education, include the full and complete names and addresses of schools and dates attended; credits completed; major subject(s) or course(s); and, if applicable, degree(s) received by the time of filing ONLY. Candidates must attach documents to verify college education to the application. Original documents must be presented at the interview. For each job held, list the complete name and address of your employer; beginning and ending dates of employment; total months worked; total hours worked per week; salary earned; payroll title; and description of work performed related to this position. All information is subject to verification. Applications may be rejected at any stage of the examination process.

SUBMISSION OF APPLICATIONS: Applicants who also wish to file for the Eligibility Worker II (4-9179-3), must complete a separate application for each exam.

Submit completed application and any required supplemental (if any) in person or by U.S. Mail to the following address:

Department of Public Social Services
Human Resources Division
3435 Wilshire Boulevard, Suite 200
Los Angeles, CA 90010
(213) 639-5522

DISABILITY ACCOMMODATIONS

Americans with Disabilities Act of 1990: All positions are open to qualified men and women. Pursuant to the Americans with Disabilities Act of 1990, persons with disabilities who believe they need reasonable accommodation, or help in order to apply for a position, may contact the ADA coordinator at (213) 639-5936.

Contact the Coordinator of Personnel Services for Disabled Persons by calling (213) 639-5936. Hearing impaired applicants with telephone teletype equipment may leave messages by calling (562) 908-6650. The County will attempt to meet reasonable accommodation requests whenever possible.

AN EQUAL OPPORTUNITY EMPLOYER

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

CHILD SUPPORT COMPLIANCE

Los Angeles County Child Support Compliance Program: In an effort to improve compliance with court-ordered child, family and spousal support obligations, certain employment and identification information (i.e., name, address, Social Security number and date of hire) is regularly reported to the State Directory of New Hires which may assist in locating persons who owe these obligations. Family Code Section 17512 permits under certain circumstances for additional employment and identifying information to be requested. Applicants will not be disqualified from employment based on this information.

VETERAN'S CREDIT

VETERANS' PREFERENCE CREDIT of 10 points will be added to the final passing grade in any open competitive examination if you are an honorably discharged veteran who served in the Armed Forces of the United States:

- During a declared war; or
- During the period April 28, 1952 through July 1, 1955; or
- For more than 180 consecutive days, other than for training, any part of which occurred after January 31, 1955, and before October 15, 1976; or
- In a campaign or expedition for which a campaign medal or expeditionary medal has been authorized and awarded.

This also applies to the spouse of such person who, while engaged in such service was wounded, disabled or crippled and thereby permanently prevented from engaging in any remunerative occupation, and also to the widow or widower of any such person who died or was killed while in such service. A DD214, Certificate of Discharge or Separation from Active Duty, or other official documents issued by the branch of service are required as verification of eligibility for Veterans' preference. If you are unable to provide any documentation at the time of filing, the 10 points will be withheld until such time as it is provided.

EMPLOYMENT ELIGIBILITY INFORMATION

Employment Eligibility Information: Final appointment is contingent upon verification of U.S. citizenship or the right to work in the United States. Immigration law provides that **all** persons hired after November 6, 1986, are required to present original documents to the County, **within three (3) business days** of hiring, which show satisfactory proof of: 1) identity and 2) U.S. employment eligibility.

RECORD OF CONVICTIONS

A full disclosure of all convictions is required. Failure to disclose convictions will result in disqualification. Not all convictions constitute an automatic bar to employment. Factors such as your age at the time of the offense(s), and the recency of offense(s) will be taken into account, as well as the relationship between the offense(s) and the job(s) for which you apply. However, any applicant for County employment who has been convicted of workers' compensation fraud is automatically barred from employment with the County of Los Angeles (County Code Section 5.12.110). **ANY CONVICTIONS OR COURT RECORDS WHICH ARE EXEMPTED BY A VALID COURT ORDER DO NOT HAVE TO BE INCLUDED.**

SOCIAL SECURITY ACT OF 2004

Section 419 (c) of Public Law 108-203, the Social Security Protection Act of 2004, requires State and local government employers to disclose the effect of the Windfall Elimination Provision and the Government Pension Offset Provision to employees hired on or after January 1, 2005, in jobs not covered by Social Security. The County of Los Angeles does not participate in the Social Security System. All newly hired County of Los Angeles employees must sign a statement (Form SSA-1945) prior to the start of employment indicating that they are aware of a possible reduction in their future Social Security benefit entitlement. For more information on Social Security and about each provision, you may visit the website <http://www.socialsecurity.gov/>, or call toll free 1-800-772-1213. Persons who are deaf or hard of hearing may call the TTY number 1-800-325-0778 or contact a local Social Security office.