

AZCEND Eligibility Specialist Position

SUMMARY: Temporary, grant funded position. Position expected to last through June 2021. Complete assessments of families or individuals applying for Community Action Program services. Assess, record, review, follow up as well as document and track all action taken in client case files and database.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Work toward the achievement of Community Action goals which include: assisting low income people to become more self-sufficient and achieve their potential; improve conditions in which low income people live; increase low income individuals stake in their community: develop partnerships to serve low income people; strengthen families and communities.
- Interview families or individuals applying for Community Action Program services (i.e. finances, employment, employment search, shelter services and basic needs including food, clothing, personal items) to determine nature and degree of need.
- Determine client's eligibility for financial assistance and collect documentation to support each application in client's file.
- Complete direct financial assistance applications accurately and in a timely manner.
- Enters all necessary data accurately into all required databases.
- Provides information needed for reporting purposes.
- Provide quality and individualized referrals to other community services.
- Perform outreach to make resources available to potential clients of the Community Action Program, including home visits when needed.
- Exercises confidentiality, sensitivity, and professionalism and upholds company values and goals.
- Answers telephones, and performs clerical duties, as necessary.
- Works cooperatively to provide quality, seamless customer service.
- Assist with other programs offered to community members, such as the holiday program, Volunteer Income Assistance, and food programs as needed.
- Carries out responsibilities in accordance with company policies and procedures and upholds company values and goals.
- Provides information requested by AZCEND's management for preparation of reports.

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.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.