



Department of  
**Human Services**

## Eligibility Determination Specialist

### Eligibility Counselor 1\*

Job Location: Roane County, Rockwood Family Assistance Service Center, 2497 South Roane Street, Suite 100 Harriman, TN 37748

#### ABOUT POSITION

This vacancy is within the Division of Family Assistance has responsibility for determining eligibility for Tennessee's Supplemental Nutrition Assistance Program (SNAP, formerly known as food stamps) which provides nutritional assistance benefits to children and families, the elderly, the disabled, unemployed and working families. This position also supports the Families First Program--the state's Temporary Assistance for Needy Families (TANF).

#### RESPONSIBILITIES

- Manage a workload of intake, initial and on-going eligibility determinations for Child Care, Supplemental Nutrition Assistance Program and Temporary Assistance to Needy Families
- Grasps the rules and regulations necessary to interview clients for benefits for these programs
- Determines eligibility/re-eligibility for these programs by independently conducting intensive interviews; obtains and reviews information from customer, partner agencies and departmental information systems
- Develop Personal Responsibility Plans (PRP) and reviews, plans, monitors, and evaluates parent's needs, activities and progress
- Administers benefits for TANF and SNAP programs or other related community programs
- Provides case management by phone and/or in person to parents applying for and receiving TANF assistance
- Assesses the effect of reported changes on continuing eligibility and processes client change of circumstances
- Inputs and receives data on multiple automated systems and maintains confidentiality of automated client data
- Gather and review data, applications and other documents-- verify for each benefit program as it relates to each person's circumstances services to clients

#### DHS MISSION:

To build strong families by connecting Tennesseans to employment, education and support services

#### DHS VISION:

To revolutionize the customer experience through innovation and a seamless network of services

#### DHS VALUES:

- High Performance
- Collaboration
- Continuous Improvement
- A Shared Vision
- Customer-Centered Solutions

#### Unique Benefits

- Pension
- 401K Match
- Family Tuition
- 11 Paid holidays
- Career Mentoring
- Emotional Health/Wellness Programs



- Process all case actions in accordance with Federal and State requirements based on household income and size
- Explain program requirements, application procedures, and verification needs, as well as answer all questions regarding benefits or available

## QUALIFICATIONS

- Bachelor's Degree from an accredited college or university
- Social or human service field experience preferred
- Ability to grasp and utilize various computer programs
- Proficient computer knowledge of Microsoft Office products
- Ability to prioritize and perform multiple tasks in a busy office with numerous interruptions
- Demonstrated ability to work with technical regulations and procedures, and analyze complex situations
- Proficient mathematical skills and analysis
- Ability to achieve performance outcomes

### Competencies

- Composure
- Learning on the Fly
- Communicates Effectively
- Decision Quality
- Priority Setting
- Organizing/Multi-tasking

For Information regarding State of Tennessee benefits please [click here](#).

### How to apply:

- To be considered for the DHS Eligibility Counselor 1 position with the Tennessee Department of Human Services external applicants must also apply online at <https://www.tn.gov/careers/apply-here> by May 25, 2022 at 11:59pm Central Standard Time.
- Active state employees apply for career opportunities directly through [Edison self-service](#).
- Target Range: \$28,716 – \$37,320. The directly related experience, knowledge, skills and abilities of the selected candidate will determine the actual salary offer.

Applicants may be subject to background check. Any position could ultimately be designated as work from home, mobile work or free address (i.e. Employees work in office and can choose from various space options based on need for a given day such as private meeting rooms, conference rooms, collaborative spaces and enclaves for individual work assignments.)

*Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.*