

Travis County Healthcare District Job Posting

Job Title: **Eligibility Specialist**

Position Type: Regular

Employment Type: Full-time, Non-exempt

Salary Description: Competitive, commensurate with experience

Date Posted: April 1, 2008

Are you an energetic, detail oriented, “people person”? Are you looking for a position where you can really make a difference in the lives of others? If so, the **Travis County Healthcare District** is seeking qualified bilingual (English/Spanish) individuals to interview and make eligibility determinations for indigent residents of Travis County who are applying to receive healthcare services from the District. Many of the clients are Spanish-speaking only.

Examples of job duties will include: assisting clients in completing applications and forms; interviewing clients to obtain required information; evaluating information to determine eligibility for various healthcare programs; verifying information necessary for appropriate program certification; contacting other agencies as needed; assessing potential referral needs and directing applicants to services as needed; educating program enrollees and internal/external customers regarding program information, benefits, and services; interpreting and communicating eligibility requirements, policies and procedures; communicating detailed explanations to applicants regarding ineligibility for services; utilizing computer to complete and track applications and manage appointments; maintaining confidential information, records and files pertaining to clients; and maintaining up-to-date knowledge of the various programs and services.

Successful applicants must be detail-oriented and possess problem resolution skills; they must communicate clearly and effectively, both orally and in writing; establish and maintain good working relationships with a diverse client population and other staff and effectively interview clients to obtain needed information. They must be proficient in the use of office equipment, personal computers, and software; perform basic mathematical calculations; apply sound reasoning and judgment; learn and apply complex policies, procedures, criteria and regulations; work quickly yet, most importantly, accurately; and must provide customer service effectively and courteously under high-pressure circumstances.

The Eligibility Offices are located within Austin and in Travis County. Some travel and use of a personal vehicle (mileage will be reimbursed) will be required.

Minimum Qualifications: A college degree and one year of experience is preferred but an equivalent number of years combining education and experience may be substituted. Superior attention to detail, excellent interpersonal skills and demonstrated computer experience is required. Must be bilingual (English/Spanish).

NOTES:

All successful candidates will be required to provide consent for a Background Investigation.

To apply please email cover letter and resume to: resumetchd@traviscountyhd.org or fax to: 512-978-8156. If you have additional questions, please contact Karen Osborn at 978-8171.