



ELIGIBILITY TECHNICIAN

OUR EXCITING OPPORTUNITY

Community Action Partnership has an exciting opportunity for
Eligibility Technician

In this role, the Eligibility Technician will perform an array of functions to assist with implementation of program procedures and that requirements are aligned to build sustainable support in impacting the lives of hundreds of residents; playing a critical part in the work and dedication of *Community Action Partnership of Orange County's* initiatives. It's leadership with a cause and the rewards are immeasurable!

WHO WE ARE

Community Action Partnership of Orange County (CAP OC) hires professionals who support and embody the following **E.P.I.C.** values:

Going above and beyond in every interaction and activity we undertake. We strive for **EXCELLENCE** in service, keeping a pulse on the most up to date innovations within our industry. Together we continually assess and improve the way to work and enhance the strategies we utilize to meet the needs of our community.

Reaching our goals by working collaboratively with each other and our community. We are working to do the things that have not been done: empowering families and individuals to financial independence, breaking the cycle of poverty, creating financial equity, combating food insecurity, and establishing energy and healthy living conditions for all through social innovation. All of this takes **PROACTIVENESS**, and an intrinsic motivation that drives us to go above and beyond to create cutting-edge trends and program designs. We have the will and the energy and won't stop until the needs of our underserved community no longer exist.

We are a team of high **INNOVATION**. We value the work we do; the people we serve; and treat each other with respect and kindness. We also have an environment of engaging in social economic justice by sharing of ideas and not afraid to try new things that increases our educational capacity. We think outside of the box, and challenge prevailing assumptions about issues of poverty.

Reaching our goals by working in partnership with each other and our community. The work we do is deeply rooted in the **COLLABORATION** we have with our community and its citizens. We care about the legacy of community action partnership and go above and beyond to ensure we support each other in bringing forth the services and resources that will positively change generations forever.

We have remained true to our mission *"to enhance the quality of life within Orange County by eliminating and preventing the causes and effects of poverty by mobilizing and directing resources to programs that assist, educate, and promote self-sufficiency."*



ELIGIBILITY TECHNICIAN

WHAT YOU WILL ACCOMPLISH IN THIS ROLE

Under supervision of the Commodity Supplemental Food Program Manager, answer calls, provides information and referrals: schedules clients appointments; completes client intake forms in-house and at field sites throughout Orange, Los Angeles and Riverside counties; determines eligibility; maintains records and performs other duties as assigned. Completes data entry on computer and maintains record-keeping system for the Orange County Food Bank programs. **Required: Fluently speak, read, and write English/Spanish or English/Vietnamese.**

ROLES AND RESPONSIBILITIES

- ✓ Field duties include team leader assignments at food distribution sites and client certification.
- ✓ Answer telephone inquiries. Makes referrals which include Commodity Supplemental Food Program (CSFP), and health services. Refer clients to these and other resources in Orange County as needed.
- ✓ Determine eligibility of clients for services using established program guidelines. Complete client enrollment forms. Review to ensure completeness and accuracy.
- ✓ Prepare and maintain daily files and records of client information for assigned field sites. Take action and follow up as needed.
- ✓ Complete data entry. Monitor files for errors and make appropriate changes and corrections.
- ✓ Prepare and maintain computerized and manual reports of program activities.
- ✓ Assist with training of volunteers.
- ✓ Assist in preparation of progress reports and records for audits.
- ✓ Assist with program outreach to achieve goals.
- ✓ Prepare filing system for easy storage and retrieval of computer and manual reports.
- ✓ Conduct nutrition education workshops with clients. Will also conduct outreach workshops with clients and/or agencies as needed.
- ✓ Daily staff outdoor off-site food distributions.
- ✓ Consistently provide excellent customer service in a manner reflective of the spirit of the Agency's Mission Vision, and Promise.
- ✓ Complete required program reports.
- ✓ Other duties as assigned.

THE IDEAL CANDIDATE HAS KNOWLEDGE AND EXPERIENCE IN:

- ✓ Demonstrate a clear concise and effective command of the English language, both oral and written. Explain program, complete reports and understand and follow program regulations and procedures.
- ✓ Possess clerical experience including filing system for easy storage and retrieval.
- ✓ Establish and maintain rapport with staff, agencies, partners and clients from culturally diverse backgrounds.
- ✓ Operate and use a 10-key calculator, computer and printer.
- ✓ Familiarity with Microsoft Office 365, WORD, EXCEL, POWERPOINT and ACCESS as well as Windows XP a plus. Flexibility that may include outside travel and field work.
- ✓ Establish and maintain rapport with staff, clients and others from culturally diverse backgrounds.
- ✓ Work weekends, evenings and/or holidays if needed.
- ✓ Possess a valid California Driver's License with a driving record that meets minimum standards established by Community Action Partnership of Orange County insurance carrier.



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- ✓ Lift fifty (40) pounds or more alone.
- ✓ Must be able to work outdoors in varying temperatures and weather conditions.
- ✓ Bending, stooping, reaching, pulling, pushing, standing, kneeling, sitting, twisting, turning, walking, and bending at the waist may be physical requirements of the job.

EDUCATION AND EXPERIENCE

Required: High school diploma or equivalent. Experience and/or education which would have applied or developed the required knowledge abilities as stated under minimum qualifications.

Required: Fluently speak, read, and write English/Spanish or English/Vietnamese.

HOW TO APPLY

Please Apply at Community Action Partnership of Orange County's website at www.capoc.org.

MEDICAL EXAMINATION AND BACKGROUND CHECK

A medical examination is required of each new employee whose physical condition must meet the minimum requirements prescribed for the position. In addition, prospective employees must pass a drug screening examination and background check. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

THE PROMISE OF COMMUNITY ACTION

Community Action changes people's lives, embodies the spirit of hope, improves communities, and a makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

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***Please note this job profile is subject to change.*