Iowa Department of Administrative Services – Human Resources Enterprise
Classification Series Guidelines

Eligibility and Benefit Specialist Series

Classes in the Series

Class Code	Class Title
03089	Eligibility and Benefit Specialist
03092	Eligibility and Benefit Specialist Senior
03093	Eligibility and Benefit Consultant
03094	Eligibility and Benefit Consultant Senior
03095	Eligibility and Benefit Program Consultant

Series Concept

Positions in this series perform technical and professional work associated with the administration of economic assistance programs. Work ranges from determining and maintaining eligibility and benefits to advanced case review, technical consultation, program implementation, policy interpretation, training, and development of program procedures and technical guidance.

Positions apply state and federal laws, rules, regulations, policies, and procedures governing economic assistance programs and use independent judgment to evaluate information, determine appropriate case or program action, resolve complex issues, and provide guidance to customers, staff, management, and other stakeholders.

Assignments may be organized by program, coverage group, customer-service function, or other operational area. Positions may specialize in one or more program areas or may require knowledge across multiple programs.

Exclusions

The following are excluded from classification within this series:

1. Positions requiring the application of social work knowledge, which should be classified in the Social Work Series.
2. Positions performing primarily clerical work, which should be classified in the Administrative Support Assistant Series.
3. Positions having full supervisory responsibility requiring knowledge of categorical assistance programs, which should be classified in the Eligibility and Benefit Specialist Supervisor Series.
4. Positions having primary responsibility for the investigation and development of evidence of alleged violations of state or federal laws, rules, and regulations relating to public assistance programs, which should be classified in the Investigator Series.

Class Distinctions

Eligibility and Benefit Specialist

Positions at this level determine initial and continuing eligibility and benefits assigned economic assistance programs or functional areas; process changes affecting eligibility or benefit levels; maintain

assigned cases; and explain program requirements, rights, responsibilities, and available resources to customers.

Assignments may be concentrated within a particular program or group of related programs based on the agency's operational needs. Employees develop working expertise in the policies, procedures, systems, and eligibility requirements applicable to their assigned area and resolve routine and moderately complex case issues within established policy.

Work is primarily focused on direct case processing, eligibility determination, customer service requiring program interpretation, and case maintenance. Employees may assist coworkers with routine questions or procedures as part of normal team operations.

Positions may perform compliance reviews/inspections to child development homes or home childcare providers.

Eligibility and Benefit Specialist Senior

Performs advanced eligibility, case review, quality assurance, or related technical work requiring substantial program knowledge and independent judgment.

Positions handle difficult, unusual, or highly complex eligibility cases and may perform work across multiple programs, coverage groups, or functional areas. Employees resolve issues requiring interpretation of policy beyond routine application and serve as advanced technical resources for other eligibility staff.

Assignments may include reviewing cases for accuracy and compliance; conducting quality or payment reviews; researching complex eligibility issues; providing guidance on difficult cases; case reading; and regularly mentoring employees who are learning additional programs, coverage groups, or advanced eligibility processes.

Some positions may primarily perform advanced direct eligibility work while others may primarily perform case review, quality assurance, or fact-finding associated with eligibility and benefit determinations. The common level of work is demonstrated by advanced program knowledge, complexity of assignments, responsibility for evaluating the work of others, and regular reliance on the employee for technical guidance.

Eligibility and Benefit Consultant

Performs advanced technical and consultative work for one or more economic assistance programs at the central office or in regional offices; Positions serve as subject-matter resources on complex program, eligibility, policy, or operational issues and provide technical consultation to eligibility staff, supervisors, managers, and other program personnel.

Positions interpret and apply established state and federal requirements, policies, and procedures; resolve complex issues within existing program parameters; and develop or improve operational procedures, instructions, and technical guidance for an assigned program or function.

Work may include complex case consultation, analysis of program practices, review of program operations, assistance with hearings or other formal proceedings, and recommendations for improving the consistent and effective administration of established programs.

The focus of the work extends beyond individual case processing to technical support and improvement of existing program operations.

Positions may complete on-site visits to childcare centers for compliance review or consult on opening new centers.

Eligibility and Benefit Consultant Senior

Performs senior-level technical consultation and program work with significant responsibility for implementation and administration of an assigned economic assistance program area or functional specialty. The positions require an in-depth knowledge of policies dealing with public assistance programs to advise others in such areas as fiscal controls, service delivery and program evaluation to ensure that methods, policies and procedures are followed.

Positions lead the implementation of significant new or revised state and federal requirements, policies, systems, or program initiatives; develop statewide procedures and operational standards necessary for implementation; and provide advanced technical guidance and recommendations to program staff, management, and other stakeholders.

Work may include analysis of program performance and compliance; coordination of significant program or system changes; development and delivery of technical program training; and resolution of issues requiring extensive program knowledge and experience.

Positions exercise substantial independence in determining implementation methods, developing operational solutions, and coordinating significant program changes or initiatives.

Eligibility and Benefit Program Consultant

Performs the highest level of technical and program consultation within the series and serves as an authoritative resource for major or highly specialized economic assistance program areas.

Positions are responsible for the origination, development, interpretation, and implementation of statewide program policies, methods, procedures, and technical standards. Employees analyze new, complex, or unprecedented state and federal requirements; determine their impact on state programs and operations; and establish the technical approach necessary for statewide implementation.

Work includes developing new or revised statewide policy; resolving issues for which established policies, procedures, or guidance do not provide a clear answer; leading major policy or program initiatives; coordinating significant regulatory or system changes; and advising executive leadership, management, legal staff, governmental partners, and senior program personnel on matters having substantial statewide impact.

Positions exercise a high degree of independence and technical authority in resolving complex program issues and establishing statewide program direction within assigned areas.

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