Eligibility Advisor

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
ELIGIBILITY ADVISOR I	5620	B13	$35,439 - $52,388
ELIGIBILITY ADVISOR II	5622	B14	$37,144 - $55,134
ELIGIBILITY ADVISOR III	5624	B15	$38,976 - $58,045
ELIGIBILITY ADVISOR IV	5626	B16	$40,918 - $61,130
ELIGIBILITY ADVISOR V	5628	B17	$42,976 - $64,469

GENERAL DESCRIPTION

Performs eligibility determination work for social services programs involving reviewing eligibility files, interviewing clients, documenting client information, determining benefits, verifying case data, and explaining program benefits and requirements.

EXAMPLES OF WORK PERFORMED

Obtains, verifies, and calculates income and resources to determine client financial eligibility for social services programs.

Processes, monitors, reviews, and communicates case status and changes to clients, their families, or authorized representatives.

Interviews clients, their families, or authorized representatives to gather information in determining benefit eligibility.

Certifies program eligibility, computes benefit levels, and determines the length of eligibility.

Conducts reviews to determine or verify new and continued program eligibility.

Explains program benefits, requirements, rights of appeal, and fair hearings to clients, their families, or authorized representatives.

Calculates and processes changes to client benefits such as overpayments, adjustments, or restoration of benefits.

Documents case records to maintain accurate and confidential client records.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level V may also perform work listed within the previous levels.

***Note**: Factors that may distinguish between the journey and senior levels include the degree of independence in performing the work; the complexity of the work; the scope of responsibility; and the employee's related experience, education, and certifications. Employees at the journey levels may independently perform the full range of work identified within current or previous levels and may assist others in performing work of greater complexity.*

ELIGIBILITY ADVISOR I (Title change 9-1-2025 from Texas Works Advisor I): Performs routine (journey-level) eligibility determination work for social services programs. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may rely on direction from others to solve problems that are not standard and occasionally assist other staff in performing work of greater complexity.

ELIGIBILITY ADVISOR II (Title change 9-1-2025 from Texas Works Advisor II): Performs moderately complex (journey-level) eligibility determination work for social services programs. Works under general supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may:

- Speak to community groups to explain programs.

ELIGIBILITY ADVISOR III (Title change 9-1-2025 from Texas Works Advisor III): Performs complex (journey-level) eligibility determination work for social services programs. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may:

- Conduct life needs assessments and participate in developing client support plans.
- Counsel clients on social services programs, related laws, tax issues, and other state and federal regulations.
- Review suspected fraud cases and make referrals to investigators.
- Review case records to determine validity and accuracy of eligibility determinations made by other staff.
- Serve on committees and attend board meetings.
- Testify in court as a technical authority on eligibility issues.

***Note**: A senior-level employee (levels IV-V) may serve in a lead role. Senior-level employees may perform the full range of work identified in the levels preceding their own and may provide guidance to others. Factors that may distinguish between senior levels include the scope of responsibility; the nature, complexity, and impact of the work performed; and the employee's related experience, education, and certifications.*

ELIGIBILITY ADVISOR IV: (Title change 9-1-2025 from Texas Works Advisor IV) Performs highly complex (senior-level) eligibility determination work for social services programs. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Resolve complaints and escalated issues
- Consult with program staff on policies, practices, records, budgets, and community resources.
- Perform investigative client interviews and analyzes client's statements.

ELIGIBILITY ADVISOR V (Title change 9-1-2025 from Texas Works Advisor V): Performs advanced (senior-level) eligibility determination work for social services programs. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Agencies have the discretion to identify the general or specialized experience, education, or certifications required for positions and may tailor qualification requirements to specifically meet the agency's business needs. Agencies may substitute experience, education, military service, apprenticeships, and relevant credentials for one another, if appropriate and allowed by statute.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of state and federal program eligibility guidelines, regulations, and policies; social services eligibility requirements; and community welfare resources.

- Skill in interviewing, in conducting individual needs assessments, and in the use of a computer and applicable software.

- Ability to maintain effective working relationships, to elicit and evaluate information, to research and investigate, to perform basic arithmetic and data analysis, and to communicate effectively.

Additional for Eligibility Advisor IV – V levels

- Ability to serve as a lead worker providing direction to others.