

# Eligibility Management Case Organization Effective Communication Risk Assessment 7 Technical Proficiency 5 Strategic Planning 7



Martial Arts

CommunityService

👺 Blogging

# STRENGTHS

**X** Patience



## Planning

Positivity

# LANGUAGES





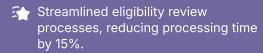


English

Spanish

Mandarin

# **ACHIEVEMENTS**



Trained and mentored 5 new staff members, enhancing team productivity and accuracy.

# JACKSON TURNER

# **Eligibility Supervisor**

www.qwikresume.com

# PROFESSIONAL SUMMARY

Accomplished Eligibility Supervisor with 2 years of expertise in managing eligibility assessments and enhancing operational efficiency. Experienced in reviewing documentation for compliance, training staff, and resolving complex case issues. Focused on cultivating a positive team environment while ensuring timely service delivery and adherence to regulations.

# WORK EXPERIENCE

# **Eligibility Supervisor**

mar / 2024-Ongoing

### Pineapple Enterprises

Santa Monica, CA

- 1. Supervised Medi-Cal and CalWorks approval units to ensure compliance and efficiency.
- 2. Managed In-Home Supportive Services and Homeless Assistance cases effectively.
- 3. Planned, assigned, and evaluated unit workflows while training employees on best practices.
- 4. Reviewed case records for accuracy, consistency, and adherence to eligibility laws.
- 5. Collaborated with Eligibility Workers to resolve complex case
- 6. Authorized payments and corrections using automated systems based on case reviews.
- 7. Conducted team meetings to enhance staff development and clarify policies.

## **Eligibility Supervisor**

mar / 2023-Mar / 2024

### Summit Peak Industries

■ Denver, CO

- 1. Supervised an intake unit for eligibility determinations for cash assistance and medical benefits.
- 2. Managed front desk operations, coordinating between clerks, prescreeners, and receptionists.
- 3. Oversaw the eligibility assessment process, ensuring timely and accurate evaluations.
- 4. Scheduled assessments and arranged monthly evaluation timelines for applicants.
- 5. Supervised eligibility teams across multiple facilities to enhance service delivery.
- 6. Engaged with clients to ensure operational efficiencies and address concerns.

# **EDUCATION**

## Bachelor of Arts in Social Work

mar / 2022-Mar / 2023

State University

📮 Santa Monica, CA

Focused on social services and eligibility assessment methodologies.