



Cayuga County Department of Human Resources and Civil Service Commission

JOB SPECIFICATION

Civil Service Title: **PRINCIPAL SOCIAL WELFARE EXAMINER**
Jurisdictional Class: Competitive
Civil Division: Department of Social Services
Adoption: CSM
Revised: CSM 5/12/04; 3/9/05; 7/12/06, 3/10/10, 4/13/16

DISTINGUISHING FEATURES OF THE CLASS:

Depending upon the examining workload and the organizational structure of the agency, may supervise a group of examiners and senior examiners or a unit or section responsible for determining financial eligibility for the various programs administered by the local social services district or the validation section; does related work as required. This is an administrative position involving responsibility for planning, coordinating, supervising and managing the performance and activities of a group of employees, a unit or section depending on the organizational structure of the agency. Duties, though similar to those of Senior Social Welfare Examiner, are broader in scale, are performed with more independence and involve a greater variety of related functions and the exercise of supervision over a greater number of subordinates. Work is performed under supervision of a Head Social Welfare Examiner or under the general supervision of the Director of Administrative Services if assigned to the Accounting Section.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Assists in the formulation of policies and procedures which relate to financial eligibility;
Interprets federal, state and local policies and programs as they relate to financial eligibility;
Plans, coordinates, supervises, and manages the activities within assigned area of responsibility;
Uses a statistical model to review cases of Social Welfare Examiners and Senior Social Welfare Examiners (Case Supervisory Review);
Reviews and approves or returns the work of subordinate staff;
Utilizes databases and other technology to assist with program compliance, monitoring and records keeping;
Assists with the collection of statistical data used locally and statewide to analyze the effectiveness of eligibility related programs;
Prepares Fair Hearing summaries and represents the Department in the Fair Hearing Process;
Learns and maintains expertise with the Department's computer systems (Ie: WMS, CMS, BICS, ABEL, AFIS, TREAT, IEDR, CDTA, MyWorkspace, etc.);
Handles complaints/concerns from clients, landlords, recipient advocates, and the general public that cannot be resolved at lower levels;
Conducts training sessions for staff on policy/regulation changes;
Conducts training for new staff personnel;
Prepares a variety of written reports in accordance with local, State, and Federal requirements;
Participates in the delivery of public presentations to disseminate specialized information or to obtain public input;
Establishes necessary controls for determining staff performance, gives feedback, and makes necessary performance evaluations;
Approves referral of clients to services division and other community programs;
Maintains cooperative relationships with other units and sections of the agency through administrative channels;
Maintains contact with community groups and other agencies in area of responsibility.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Thorough knowledge of federal, state and local social services laws and programs as they affect eligibility for financial assistance;

Thorough knowledge of the agency's overall programs, policies and procedures;

Good knowledge of other laws and programs that may affect eligibility, such as Worker's Compensation, Social Security, and Unemployment Insurance;

Good knowledge of modern principles of supervision;

Ability to communicate and deal effectively with others;

Ability to plan, coordinate, manage, and supervise the work of others and to evaluate their performance;

Ability to prepare reports;

Initiative; Tact; Judgment; Leadership;

Emotional maturity and good health;

Aptitude in workforce development activities and case management techniques;

Working knowledge of employment –related programs;

Ability to establish and maintain effective working relationships with various public and private sector agencies, clients, and labor groups;

Ability to operate computer software programs to create and maintain tracking lists, write policy and create documents needed for the successful completion of work duties.

MINIMUM QUALIFICATIONS:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in business administration, paralegal technology, social sciences, human services, business management, or related field, and (2) two years of experience in examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility, one (1) year of which has been in a supervisory capacity; OR
- (B) Graduation from a regionally accredited or NYS registered 2-year college with an Associate Degree and (4) four years of experience as defined in (A) above, (1) one year of which shall have included supervisory experience; OR
- (C) Graduation from high school or in possession of a High School Equivalency Certificate and (6) six years of experience as defined in (A) and (B) above, (1) one year of which shall have included supervisory experience; OR
- (D) Any equivalent combination of education and experience as defined by (A), (B), or (C) above.

