



**Cayuga County Department of Human Resources
and Civil Service Commission**

JOB SPECIFICATION

Civil Service Title: **SENIOR SOCIAL WELFARE EXAMINER**
Jurisdictional Class: Competitive
Civil Division: Department of Social Services
Adoption: CSM
Revised: CSM 02/18/2000; 03/09/05; 04/10/19

DISTINGUISHING FEATURES OF THE CLASS:

Depending on the examining workload and the organizational structure of the agency, supervises a group of examiners, or a unit, or the eligibility section; or validates a sample of the determinations for assistance under programs administered by a local social services district. Does related work as required. This is an experienced worker who can assume responsibility for:

- (1) Supervision of a group of workers establishing financial eligibility for the various programs administered by the local social services district;
- (2) Supervision of a unit within the eligibility section;
- (3) Supervision of an entire section responsible for establishing financial eligibility; or
- (4) Verification including field review of a sample of the initial financial eligibility determination. The role that this individual assumes depends upon the workload and organizational structure of the agency. Work is performed under supervision of a higher level social welfare examiner.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Reviews documents available in the agency's files to verify eligibility and/or to determine the additional action necessary to verify eligibility;

Contacts cooperating agencies to verify client's eligibility;

Makes field visits, when necessary, to verify information relevant to the validation process; obtains corroborative written or recorded documentation in cases of possible ineligibility;

Appears at Administrative or Judicial proceedings when required to interpret decisions on applications;

Interviews applicants and recipients, and, as needed, collateral contacts redocumentation of eligibility for public assistance;

Reports findings of investigation; makes recommendations for proper disposition of cases reviewed; i.e., reduce grant, close case, release grant, refer to law enforcement;

Prepares required statistical reporting appropriate to action;

Provides feedback on validity of decisions to the agency to pin-point causes of error.

IN ELIGIBILITY DETERMINATION SECTION – DEPENDING UPON THE EXAMINING WORKLOAD, MAY DO ANY OR ALL OF THE FOLLOWING:

Serves as a working supervisor over social welfare examiners; or supervises a unit or section;

Reviews social welfare examiner's recommendation and approves or disapproves it;

Approves referral of clients to social services section for services;

Assists in the formulation of policies and procedures and interprets federal, state and local policies and programs;

TYPICAL WORK ACTIVITIES, con't.:

Establishes necessary controls for determining staff performance and makes necessary performance evaluations.

Processes all expedited applications;

Calculates and processes all paperwork for client overissuances;

Does Employment conciliation for clients;

Trains all new staff;

Presents and/or facilitates at group meetings of clients and/or staff;

Provides intensive case management to meet Welfare Reform mandates.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Good knowledge of Federal, State and Local social services laws and programs as they affect eligibility for financial assistance and money payments;

Familiarity with other laws as they affect eligibility, such as Worker's Compensation, Social Security and Unemployment Insurance;

Ability to deal effectively with others;

Ability to analyze facts obtained and use facts in making judgments regarding eligibility;

Ability to understand and follow directions;

Good powers of observation and perception;

Initiative;

Tact;

Good judgment;

Emotional maturity;

Good health.

MINIMUM QUALIFICATIONS:

- (A) Graduation from a regionally accredited or NYS registered 2-year college with an Associate Degree and (3) three years experience in examining, investigating or evaluating claims for assistance, veterans, or unemployment benefits, insurance or a similar program operating under established criteria for eligibility; OR
- (B) Graduation from high school or in possession of a High School Equivalency Certificate and (5) five years of experience as defined in (A) above; OR
- (C) Any equivalent combination of education and experience as defined by the limits of (A) and (B) above.

SPECIAL REQUIREMENT:

Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner. Operation of county-owned vehicles requires employees to possess a current valid New York State Motor Vehicle operator's license.