



Cayuga County Department of Human Resources and Civil Service Commission

JOB SPECIFICATION

Civil Service Title: **HEAD SOCIAL WELFARE EXAMINER**
Jurisdictional Class: Competitive
Civil Division: Department of Social Services
Adoption: CSM
Revised: CSM 9/12/01; 3/9/05; 7/12/06; 3/10/10

DISTINGUISHING FEATURES OF THE CLASS:

Plans and supervises staff responsible for determining financial eligibility for the various programs administered by the local social services district; does related work as required. This is an administrative position involving responsibility for planning, coordinating, supervising, and managing the performance and activities of the eligibility and income maintenance functions of the agency. Duties, though similar to those of Principal 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 the general supervision of the Deputy Director for Social Services.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Assists in the formulation of policies and procedures which relate to financial eligibility for the various programs administered by the local social services districts;
Interprets federal, state, and local policies and programs as they relate to financial eligibility;
Plans, coordinates, supervises, and manages activities within assigned area of responsibility;
Reviews recommendations made by lower level examiners and approves or disapproves them;
Establishes necessary controls for determining staff performance and makes necessary performance evaluations;
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;
Responsible for attending state-wide and regional conferences and other training meetings to learn about new federal and state programs and changes in regulations;
Makes decisions regarding implementation and training for new requirements and eligibility processing;
Responsible for paperwork documentation for presentation to family court hearings, fair hearing requests and for any information relevant to the area of responsibility;

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Comprehensive knowledge of federal, state, and local social services laws and programs as they affect eligibility for financial assistance;
Comprehensive knowledge of agency's overall programs, policies, and procedures;
Thorough knowledge of other laws and programs which may affect eligibility, such as, Worker's Compensation, Social Security, and Unemployment Insurance;
Thorough 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;
Thorough knowledge of workforce development activities and general case management;
Ability to successfully apply for and monitor grants and other funding;
Ability to function as an agency representative and have an overall knowledge of the daily operations of the department;
Ability to operate computer programs and utilize programs in daily work assignments.

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 (3) three 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, two (2) years 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 (5) five years of experience as defined in (A) above, (2) two years of which shall have included supervisory experience; OR

(C) Graduation from high school or in possession of a High School Equivalency Certificate and (7) seven years of experience as defined in (A) and (B) above, (2) two years of which shall have included supervisory experience; OR

(D) Any equivalent combination of education and experience as defined by the limits of (A), (B), or (C) above.

PROMOTION: Within the Department of Social Services:

Two (2) years of permanent Competitive status as a Principal Social Welfare Examiner; OR

Three (3) years of permanent Competitive status as a Senior Social Welfare Examiner.

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.