



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

### JOB SPECIFICATION

Civil Service Title:	<b>HUMAN SERVICES EXAMINER</b>
Jurisdictional Class:	Competitive
Civil Division:	County
Adoption: CSM	12/17/03
Revised: CSM	02/09/05 (Change in Title); 10/18/06; 6/14/17

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#### **DISTINGUISHING FEATURES OF THE CLASS:**

This position exists in the Department of Social Services and involves responsibility to participate in the delivery of financial service programs including: Public Assistance, Medical Assistance, Supplemental Nutrition Assistance Program (SNAP), and Child Support Enforcement Services. The work is performed in accordance with State and Federal regulations and department policy and involves responsibility in determining financial eligibility, investigations, in-depth interviewing, establishing amounts of assistance, making appropriate referrals; and the processing and maintenance of a variety of forms and records. In addition, the incumbents may represent the department in court as custodian of record to ascertain the completeness of records. Depending upon unit and/or assignment, work is performed under the direct or general supervision of a higher-level employee with leeway allowed in the performance of work assignments. Supervision is not normally a function of the class. Does related work as required.

#### **TYPICAL WORK ACTIVITIES: (Illustrative Only)**

Conducts investigations, including in-depth interviews to elicit sufficient information to approve, deny or determine the feasibility of a financial service/program, make an appropriate referral or proceed with further investigation;

Contacts by mail and telephone a variety of sources to document information on applications;

Keeps abreast of changing laws, regulations and policies in order to assure the correct provision of financial services and to perform related duties;

Redetermines or recertifies approval for financial service;

Researches applicant status, prior history and payment or grant history utilizing various paper and/or electronic data storage and retrieval systems;

Records information on forms to be entered into electronic and/or paper data storage and retrieval systems to record and update case records, to compute budgets, etc.;

Informs and advises clients/applicants on the services provided by the agency and on related services provided by other agencies;

Refers clients/applicants, as indicated, to the services divisions or assists by referring other services such as housing, employment, legal assistance, medical assistance, family planning, etc.;

Makes financial arrangements on behalf of participants with public utilities, landlords and employers, etc.;

Refers for investigations to determine location of absent parent, or makes referral to locator service;

Compiles information to prepare a variety of court orders pertaining to child support enforcement;

May conduct investigations, or refer cases for further investigation when fraud is suspected;

Does related work as required.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:**

Working knowledge of investigation techniques including interviewing procedures and practices;  
Working knowledge of federal, state and local laws, codes and policies concerning the provision of social welfare financial programs;  
Working knowledge of other laws, codes and programs relating to the provision of human services;  
Ability to communicate effectively both orally and in writing;  
Ability to relate well with others under stressful conditions;  
Ability to read and understand moderately complex written information;  
Ability with supervision to analyze obtained information and determine its pertinence to financial service programs;  
Good powers of observation and perception;  
Good interviewing skills, organizational skills;  
Initiative;  
Tact;  
Patience; maturity;  
Good judgment;  
Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

EITHER:

- (A) Graduation from a regionally accredited or NYS registered 2-year college with an Associates Degree; OR
- (B) Graduation from high school or possession of a general equivalency diploma and 2 years of experience interviewing, examining, investigating, or evaluating claims from the public for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility;; OR
- (C) Any equivalent combination of training and experience as stated in (A) and (B) above.

(NOTE: Interviewing or investigating experience involving public contact can be substituted for experience)

**SPECIAL REQUIREMENTS FOR ACCEPTANCE OF APPLICATIONS:**

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.