

## **HEAD SOCIAL WELFARE EXAMINER**

**DISTINGUISHING FEATURES OF THE CLASS:** This is an administrative position involving responsibility for planning, coordinating, supervising and managing the performance and activities of a unit or section of the Income Maintenance, Fair Hearing or Fraud Division in the Family Services Department. Incumbents may also be assigned special training or auditing duties to insure that acceptable levels of staff performance and quality control are maintained. 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 supervision of the director of the assigned unit.

### **TYPICAL WORK ACTIVITIES:**

Assists in the formulation of local policies and procedures which relate to financial eligibility for the various programs administered by the local social services districts;

May interview applicants/clients to gather pertinent data in order to make eligibility determination;

Reviews difficult or unusual cases and may make independent judgment or decisions;

Interprets Federal, State and local policies and programs as they relate to financial eligibility;

Trains staff, plans, coordinates, supervises and manages activities within his/her assigned area of responsibility;

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

May be assigned quality control functions to insure that error rates are kept at an acceptable level;

Maintains contact and cooperative relationships with clients, other units and sections of the agency,

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community groups, vendors and other agencies via telephone, correspondence or personal contact to facilitate the delivery of entitlement benefits;

Attends trainings and conferences to keep abreast of changing laws, regulations and policies to diminish fraudulent activities and improve job performances;

May report findings of investigations and make recommendations for proper disposition of cases (i.e. deduce grant, close case, refer to law enforcement agency, if appropriate);

Provides coverage in absence of other supervisors or examiners, as needed;

May act as a mediator in disputes between subordinate employees and applicants/clients;

Compiles and maintains records and reports for various County and State agencies utilizing various personal computer software programs.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Comprehensive knowledge of Federal, State and local social services laws and programs as they affect eligibility for financial assistance; comprehensive knowledge of the agency's overall programs, policies and procedures; thorough knowledge of other laws and programs which may affect eligibility such as: Workmen's Compensation, Social Security and Unemployment Insurance; thorough knowledge of modern principles of supervision; ability to communicate and deal effectively with others; good knowledge of interviewing procedures and practices; ability to plan, coordinate, manage and supervise the work of others and to evaluate their performance; ability to prepare reports utilizing personal computer software program; initiative; tact; judgment; leadership; and emotional maturity.

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### MINIMUM QUALIFICATIONS:

Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant a Bachelor's Degree and two (2) 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, one year of which has been in a supervisory capacity.

**NOTE:** Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Reviewed: 091/15/99

Jurisdictional Class: Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

Revised in "Z" draft (Sheila) on 8/5/04

Revised in "Z" draft (Sheila) on 9/30/04

Revised in "Z" Draft Spec (Sheila) on 10/18/04

Removed from draft and placed in classplan on 11/8/04

Revised and Replaced in Classplan: 2/9/2023

Revised and Replaced in Classplan: 4/8/2025 (Edu)