

PRINCIPAL 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 group of Social Welfare Examiners in a designated unit or a section, depending on the organizational structure of the agency. Duties, though similar to those of a Senior Social Welfare Examiner, are broader in scale, are performed with more independence and involve a greater variety of related functions and may involve the exercise of supervision over a greater number of subordinates. Work is performed under the supervision of a higher level Social Welfare Examiner or under the general supervision of the director of the assigned unit.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

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;

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

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

Reviews difficult or complex cases and makes final recommendation and/or determinations;

May investigate suspected fraudulent violations and make necessary referrals to appropriate authorities;

Interviews applicants to gather pertinent data in order to make eligibility determination;

Approves referral of clients to social service section for services;

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Maintains contact and cooperative relationships with clients, other units of the agency, vendors, community groups and other agencies via telephone, correspondence or personal contact to facilitate the delivery of entitlement benefits;

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

Provides coverage in the absence of other supervisors or examiners when necessary;

Attends regional meetings and teleconferences to keep abreast of changing laws, regulations and policies in order to diminish fraudulent activities and improve job performances;

Updates existing records and maintains database to ensure correct status information.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: 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 which may affect eligibility; such as Workmen's Compensation, Social Security and Unemployment Insurance; good knowledge of modern principles of supervision; good knowledge of interviewing procedures and practices; 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.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree or higher; or
- (B) Graduation from a regionally accredited college or university or one accredited by the New

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York State Board of Regents to grant degrees with an Associate'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 (1) 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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