

SENIOR SOCIAL WELFARE EXAMINER

DISTINGUISHING FEATURES OF THE CLASS: The work involves 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) assisting in investigation of fraud related to financial eligibility. The role that the incumbent assumes depends upon the work load and organizational structure of the agency. Work is performed under 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.*

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

Maintains communications with clients, vendors and other agencies via telephone, correspondence and personal contact to verify eligibility for services and update information on file;

Makes field visits, when necessary, to verify information relevant to eligibility;

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 for re-documentation of eligibility for public assistance;

Creates and maintains client files, accesses computer data and prepares necessary reports;

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Reports findings of investigation, makes recommendations for proper disposition of cases reviewed

(i.e., reduce grant, close case, release grant or refer to law enforcement);

Provides feedback on validity of decisions to the agency, to pinpoint causes of error;

Serves as a working supervisor over a small group of Social Welfare Examiners;

Reviews Social Welfare Examiner's recommendations and approves or disapproves it

May assist in the formulation of policies and procedures and interpretation of Federal, State and local policies and programs;

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

Attends training sessions to keep abreast of changing laws, regulations and policies;

May establish necessary controls for determining staff performance and make necessary performance evaluations.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND 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; good knowledge of interviewing procedures and practices; ability to analyze facts obtained and use facts in making judgments regarding eligibility; ability to operate a personal computer; ability to understand and follow directions; good powers of observation and perception; initiative; tact; judgment; and emotional maturity.

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Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant an Associate's Degree and one (1) year of work experience involving substantial communication with adults involving persuasion, negotiation, explaining or counseling. This experience must have involved the exercise of judgment in dealing with or responding to another person. (Typical jobs involving this experience may include customer service representative, people providing personal or social services, interviewers, counselors and similar jobs involving periodic confrontation with a client, customer, member of the public, etc.).

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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