

SOCIAL WELFARE EXAMINER TRAINEE

DISTINGUISHING FEATURES OF THE CLASS: This is an entry level traineeship in the Department of Family Services. Appointees to this class are provided on-the-job training to obtain essential knowledges and skills in connection with determining eligibility for financial service programs administered by the local services district and verifying continued eligibility. The appointee will be assigned limited duties and gradually, as experience in the social welfare programs is gained, the workload will be increased and the employee will take on more complex duties and greater independence in the delivery of financial service programs. Trainee appointments are for a period of one (1) year, following which incumbents receiving satisfactory ratings will be advanced to the title of Social Welfare Examiner without further examination. Work is performed under the direct supervision of a higher level employee. Supervision is not a function of this class.

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.*

May receive classroom and on the job training in interviewing techniques, Federal, State and local

Laws and policies concerning the provision of social welfare programs and related human service programs;

Trains in the review of the certification form to determine that all statements are complete and consistent with every other item of information provided;

Trains in and records data on forms to be entered into electronic data storage and retrieval systems to maintain and update case records, to compute budgets, etc.;

Trains in and makes an evaluation of applicant's financial eligibility for assistance;

Trains in and advises applicant of the eligibility determination, the amount of assistance and when

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the first grant can be expected;

Trains in and redetermines or recertifies approval for an applicant's financial service;

Operates various office equipment, including personal computers, typewriters, copiers, fax machines, etc.;

Answers phone inquiries from clients, vendors and various agencies concerning questions and verifying data and/or eligibility;

Trains in and may refer clients/applicants to the other agencies, divisions or units for assistance on other services such as housing, employment, child support, legal or medical matters, etc.;

Trains in and keeps abreast of changing laws, regulations and policies;

May make referrals for full field investigation where presumption of fraud is indicated.

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

TERISTICS: Ability to acquire knowledge of Federal, State, local laws, codes and policies concerning the provision of social welfare financial programs; ability to acquire knowledge of interviewing procedures and practices; ability to acquire knowledge of other laws as they affect eligibility, such as Workers' Compensation, Social Security and Unemployment Insurance; ability to deal effectively with others; ability to analyze facts in making judgments regarding eligibility; ability to understand and follow directions; working knowledge of the operations of basic office equipment, including word processing programs; good powers of observation and perception; initiative; tact; good judgment; and emotional maturity.

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MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma 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 or similar jobs involving periodic confrontation with a client, customer, member of the public, etc.).

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Originated: 11/09/04

Jurisdictional Class: Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

Removed from draft and placed in classplan on 1/6/05

Revised and Replaced in Classplan: 3/29/2023