

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves the performance of assignments in connection with determining financial eligibility, categorical classification, continued financial eligibility and income maintenance depending on the size, organizational structure and work activity needs of the social service district. The work involves the review and evaluation of applications and records and direct interviews with applicants. Work is performed under the general supervision of a higher-ranking Social Welfare Examiner, except in smaller agencies where work is supervised by a higher-ranking administrator. Supervision is not a normal 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.*

Conducts in-depth interviews to elicit sufficient information to approve or deny the applicant's financial eligibility for assistance;

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

Prepares and records data into a computer system for processing;

Updates existing records and maintains the data base to ensure correct status information;

Makes an evaluation of applicant's financial eligibility for assistance, may determine initial categorical eligibility, evaluates available resource details regarding to financial eligibility;

Advises applicant of the eligibility determination, the amount of assistance and when the first grant can be expected;

Redetermines or recertifies approval for an applicant's financial service;

Prepares and computes budget for the applicant;

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

May assist walk-ins in emergencies situations;

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

If mandatory or requested by applicant or client, or need for services is indicated, refers applicant to other agencies, divisions and/or units for assistance in other services, housing, employment, child support, legal or medical matters, etc.

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

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

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** 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 Workmen's Compensation, Social Security and Unemployment Insurance; ability to deal effectively with others; ability to analyze facts obtained and use 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.

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 an Associate's Degree or higher; or
- (B) Graduation from high school or possession of a high school equivalency diploma and two (2) years' 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.); or
- (C) An equivalent combination of training and experience as stated in (A) and (B) above.

***NOTE: Completion of coursework at a college or university can be substituted for work experience on a year for year basis with thirty (30) credits being equivalent to one year of work experience.***

**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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Last Reviewed: 03/18/2003

Jurisdictional Class: Competitive

Public Hearing: N/A

NYS Civil service Commission Approval: N/A

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