

## Senior Social Welfare Examiner Tompkins County

**Department:** Department of Social Services  
**Classification:** Competitive  
**Labor Grade:** 13  
**Approved:** 12/14/71, Bd. Res. #287  
**Revised:** 12/83; 5/84; 7/86; 1/88; 4/88; 11/90; 5/91; 7/98; 9/15  
**By:** HH, Commissioner of Personnel  
**BBP Risk Factor:** 2

### **MINIMUM QUALIFICATIONS: EITHER:**

- (a) Completion of two years (60 semester hours) of study in a regionally accredited or New York State approved college or university and two years of full-time paid (or the equivalent part-time and/or volunteer) experience in examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility; **OR**
- (b) Graduation from high school or possession of a high school equivalency diploma and four years of full-time paid (or the equivalent part-time and/or volunteer) experience in examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility; **OR**
- (c) Any combination of training and experience equal to or greater than that described in (a) and (b) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

### **DISTINGUISHING FEATURES OF THE CLASS:**

The work involves responsibility for monitoring and assisting a group of Social Welfare Examiners establishing financial eligibility for the various programs administered by the local social services district or verification, including field review, of a sample of the initial financial eligibility determinations. The incumbent, depending on the workload of the unit, can have variable roles, both in overseeing the work of Examiners or a section, and in performing eligibility related functions. The incumbent may also maintain a client caseload involving individual counseling, outreach work and/or more difficult and complex factors. The work is performed under general supervision of a higher level examiner in accordance with prescribed policies and procedures. Direct supervision is exercised over Social Welfare Examiners and clerical support staff. The incumbent will perform all related duties as required.

### **TYPICAL WORK ACTIVITIES:**

- Provides basic information to clients and others on department programs, services and regulations through personal interviews, phone contacts and writing;
- Conducts information-gathering interviews with clients;
- Assists clients in completing applications for assistance and related documents;
- Reviews application related documents for completeness, accuracy and consistency;
- Verifies information on applications and related documents through personal interviews, phone contacts and writing;
- Determines client eligibility for services and, where appropriate, determines the level of service that clients will receive, through a comparison of data on the application and the standards for eligibility contained in statutes, rules and regulations;
- Calculates client budgets;
- Initiates forms reflecting client's status and eligibility, including changes in the status of clients receiving services;
- Assists clients in emergency situations including the issuing of emergency grants where appropriate;
- Assists in training new examiners;
- Provides update training for experienced examiners;
- Assigns and reviews the work of subordinates;
- Assists in conducting subordinates' performance evaluation;
- Assists in the formulation of policies and procedures and interprets Federal, State and local policies and programs;
- Assists in the preparation of statistical reports and recommendations;
- Prepares case summaries for use in fair hearing, administrative, or judicial proceedings;

- Attends Fair Hearings on behalf of the department;
- Appears at administrative or judicial proceedings when required to interpret decisions on case matters;
- Completes client employability assessments and individualized plans for attaining self-sufficiency;
- Presents eligibility related information at public meetings;
- Attends conferences, training sessions and meetings on policy and procedure;
- Assists individuals in overcoming barriers to economic self-sufficiency as outlined in individualized plans;
- Determines whether or not good cause exists relative to client's request to waive certain eligibility criteria.

**KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Good knowledge of Federal, State and local social service laws and regulations as they affect eligibility for entitlement programs;
- Good knowledge of other laws and program regulations as they affect eligibility, e.g., such as Workers' Compensation, Social Security, and Unemployment Insurance;
- Good knowledge of community resources and departmental program;
- Good knowledge of the Welfare Management computer system (WMS), its applications and capabilities;
- Ability to work with people in a supportive, non-threatening manner;
- Ability to obtain facts in a structured interviewing setting;
- Ability to redirect non-constructive client behavior to the purpose of the interview;
- Ability to analyze facts obtained and use facts in making judgments regarding eligibility;
- Ability to read and understand complex written material, including quantitative information;
- Ability to record verbal and quantitative information with accuracy;
- Ability to perform complex computations with accuracy;
- Ability to understand and follow oral and written directions;
- Ability to supervise and evaluate the work of subordinates;
- Ability to assist in the organization of work load and flow;
- Ability to perform close, detail work involving considerable visual effort and strain;
- Ability to operate a computer terminal;
- Good observation skills;
- Good judgment;
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

Originally created December 14, 1971

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