

Principal Social Welfare Examiner (Promotional) Tompkins County

Department: Department of Social Services

Classification: Competitive

Labor Grade: 15

Approved: 11/1976

Revised: 5/84; 3/87; 1/88; 11/90; 5/91; 7/98; 8/04; 7/14; 3/15; 4/22

By: RP, Commissioner of Human Resources

PROMOTIONAL QUALIFICATIONS:

This departmental promotion examination is limited to current employees of the Tompkins County Department of Social Services. The successful applicant must currently hold, and have continuously held, at least two years of competitive class status in the title of Senior Social Welfare Examiner with the Tompkins County Department of Social Services.

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

DISTINGUISHING FEATURES OF THE CLASS:

The Principal Social Welfare Examiner position involves responsibility for planning, coordinating, supervising, and managing the performance and activities of units assigned to eligibility divisions. An employee in this class will exercise considerable autonomy in implementing operation of mandated and local eligibility programs. The incumbent will work under the general direction of the Commissioner of Social Services and the direct supervision of the Director of Eligibility, and will exercise direct supervision over Senior Social Welfare Examiners, Social Welfare Examiners, and other titles as assigned. The incumbent will address client eligibility in more complex cases, and may be required to handle applicant/client and provider complaints, interface with State oversight and local human services agencies, and respond to program audits and evaluations. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Participates in the development of the long and short-term plans and goals of the division;
- Implements Federal, State and local directives, policies, and programs as they relate to eligibility;
- Participates in the development of managerial informational systems to assist program compliance, monitoring and record keeping;
- Conducts or participates in the delivery of public presentations to disseminate specialized information or to obtain public input;
- Assists in the collection of statistical data used locally and statewide in analyzing the effectiveness of eligibility related programs;
- Reviews work performed by Social Welfare Examiners and Senior Social Welfare Examiners
- Establishes and maintains working relationships with the various agencies and organizations that have a connection to the eligibility division;
- Prepare Fair Hearing Summary and represents the Agency in the entire Fair Hearing process;
- Maintains cooperative relationships with other units and sections of the agency through administrative channels;
- Assists with establishing necessary controls for determining staff performance and makes necessary performance evaluations;
- Attends conferences, training sessions and meetings on policy and procedure;
- Learns and maintains an extensive expertise with the department's computer systems (i.e., WMS, MMIS, BICS, ABEL, MABLE, WTWCMS, CNS, IEVS, IEDR, RFMS, SAVE, and the State's MyWorkspace website;);
- Handles complaints/concerns from clients, landlords, recipient advocates and the general public that cannot be resolved at lower levels;
- Conducts training sessions for staff on policy/regulation changes;
- Conducts training or coordinates training for new staff personnel;
- Conducts interviews with potential employees and makes recommendations for hiring;

- Responsible for certain mandatory reporting to the State, for example: audits, PARIS match, SOLQ, SSI, treasury offset program SNAP claims, etc.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of Federal, State and local social service laws and regulations as they affect program eligibility;
- Thorough knowledge of the agency's overall programs, policies and procedures;
- Good knowledge of other laws and program regulations as they affect eligibility, e.g., such as Worker's Compensation, Social Security, and Unemployment Insurance;
- Good knowledge of modern principles of supervision;
- Ability to communicate well, and deal effectively with others;
- Ability to plan, coordinate, manage and supervise the work of others, and to evaluate their performance;
- Ability to interpret and apply complex written material to specific program content;
- Ability to develop and effectively present training materials on specific program content;
- Ability to gather information and prepare reports;
- Ability to operate a computer terminal;
- Ability to perform close, detail work involving considerable visual effort and strain;
- Good judgment;
- The employee's physical and mental condition shall be commensurate with the demands of the position.

Originally created 11/1976

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