

## SENIOR SOCIAL WELFARE EXAMINER

**Distinguishing Features of the Class:** This is a first line supervisory position involving the supervision of Social Welfare Examiners engaged in the intake and on-going case management of clients who are recipients of a variety of services that will assist them in becoming self-sufficient. Incumbents supervise a small group of Social Welfare Examiners or may be assigned to oversee a unit or section responsible for a specific function. The primary responsibility is to keep fully informed of client self-sufficiency plans and to provide examiners direction and assistance in their work by reviewing the appropriateness of assessments, referrals and recommendations for assistance and benefits. However, a Senior Social Welfare Examiner may personally handle more difficult cases involving complex eligibility and other issues that require specific direct client services where a specialized knowledge is necessary. The work differs from that of a Social Welfare Examiner in overall degree of independence and responsibility and additional supervisory responsibilities. The work is performed under the general supervision of a Principal Social Welfare Examiner or other administrative personnel. Does related work as required.

### **Typical Work Activities:**

- Reviews eligibility determinations for completeness and accuracy and determines if further action is required and to ensure timely completion, and conformity with applicable rules and regulations;
- Reviews self-sufficiency plans for completeness and appropriateness of assessment and referrals and makes recommendations as necessary;
- Reviews and approves or disapproves recommendations made by subordinates;
- Enters and retrieves client information on computerized database;
- Provides direct supervision and training to Social Welfare Examiners on all aspects of their work with clients in establishing eligibility for temporary assistance programs and self-sufficiency assessments and referrals;
- Serves as a primary resource to assist staff in researching questions on client eligibility and community resources to assist clients in becoming self-sufficient;
- Reviews staff correspondence to clients for editing, approval or disapproval;
- Assigns work to Social Welfare Examiners as required;
- Prepares reports and records related to program activities as required;
- Provides direct client services as backup to absent or new employees;
- May participate in inter-agency case conferences to develop coordinated plans for clients to achieve self-sufficiency;
- May provide specific direct client services when specialized knowledge is necessary;

### **Full Performance Knowledge, Skills, Abilities and Personal Characteristics:**

- Good knowledge of Federal, State laws and local regulations and policies that govern applicant/recipient eligibility for social services financial assistance'
- Good knowledge of federal, state and local programs which relate to Temporary and Disability Assistance;
- Good knowledge of the agency's overall programs, policies and procedures;
- Good knowledge of various human service programs and services, agencies and community resources;

**Sr. Social Welfare Examiner continued**

- Good knowledge of other laws and programs which may affect eligibility, such as, Workers' Compensation, Social Security and Unemployment Insurance;
- Working knowledge of the principles of supervision;
- Ability to review eligibility determinations for completeness and accuracy;
- Ability to determine if further action is required and to ensure timely completion, and conformity with applicable rules and regulations;
- Ability to review self-sufficiency plans for completeness and appropriateness of assessment and referrals and makes recommendations as necessary;
- Ability to communicate effectively both orally and in writing;
- Ability to gather and analyze facts obtained and make recommendations regarding the need for services and financial support;
- Ability to provide assistance and direction to staff on questions of client eligibility and community resources available to assist clients in becoming self-sufficient;
- Ability to understand and carry out oral and written instructions;
- Ability to prepare written and/or reports related to program activities;
- Ability to establish and maintain effective working relationships with others;
- Ability to plan and supervise the work of others;
- Ability to read, understand and interpret complex rules and regulations;
- Good powers of observation and perception;
- Good judgment;
- Initiative;
- Tact;
- Physical condition commensurate with the demands of the position.

**Minimum Qualifications:**

- A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a bachelor's degree, which included or was supplemented by twenty-four (24) credit hours in behavioral sciences and/or human services coursework, **OR**
- B. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree, which included or was supplemented by twelve (12) credit hours in behavioral sciences and/or human services coursework and two (2) years of 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 two (2) years of experience in a human service agency identifying client problems and referring client to appropriate resources; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and four (4) years 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 four (4) years of experience in a human service agency identifying client problems and referring clients to appropriate resources.

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For purposes of these qualifications:

**Behavioral Sciences** – coursework includes but is not limited to: psychology, sociology and anthropology, counseling, criminal justice, gerontology, human behavior, social work/social welfare and vocational rehabilitation.

**Human Services** – coursework includes but is not limited to: social work, psychology, gerontology, early childhood development, mental health, developmental disabilities, and vocational and/or psychological counseling, as well as therapeutic modalities such as occupational therapy, physical therapy, and therapeutic recreation, education and nursing.

2/15/1989

2/02/2000

1/22/2009

CLASS:       COMPETITIVE