



SOCIAL WELFARE EXAMINER

Jurisdiction Class: Competitive
Civil Division: County
Adopted by YCCSC: 7/9/1971
Revised by PO: 6/10/2013
Revised by PO: 3/20/2018
Reviewed by PO: 3/10/2021
Revised by PO: 4/21/2022

DISTINGUISHING FEATURES OF THE CLASS:

This position involves responsibility for determining the eligibility of individuals for various social services programs, and for processing the assistance to be granted in accordance with established policies and procedures. Incumbents may perform any or a combination of assignments in connection with determining eligibility, categorical classification, continued eligibility and income maintenance. Responsibilities may include the review and evaluation of applications and records, and direct interviews with applicants and/or recipients. The work is performed under the direct supervision of a higher level staff member. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Perform initial intake by interviewing applicants to determine eligibility for various social services programs, ensuring that information is accurate, complete and consistent;

Evaluate client financial eligibility for assistance, determine initial categorical eligibility, evaluate available resources in relation to financial eligibility, and may prepare and compute budget; Explain programs to individuals to ensure their understanding of their rights and responsibilities as they pertain to eligibility for programs;

Identify client needs and makes appropriate referrals to other programs and supportive services as needed;

Authorize benefits and payments within program guidelines;

Review benefits to determine if an individual's benefit is accurate, and take corrective action when an error is discovered;

Maintain case notes, files and computerized records, including all necessary documentation related to the assessment, follow-up and provision of services;

Determine employability status, conduct employment assessments and develop employability and/ or self-sufficiency plans;

Monitor clients employment or self-sufficiency activities while providing coaching and feedback;

Conduct recertification's or renewals to determine a clients ongoing program eligibility;

Take appropriate action for program non-compliance;

May prepare and present information at administrative fair hearings for applicants and recipients who dispute a determination of benefits;

If mandatory, requested by applicant or client, or need for services is indicated, refers the applicant or recipient to social service section or to other specialists such as resources, housing, employment, legal, medical, support, etc.;

Work collaboratively with other units, county departments, and outside agencies and service providers;

Performs other duties as assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of State and Federal laws and rules governing eligibility for social services benefits programs, and familiarity with other laws that may affect eligibility such as Workers' Compensation, Social Security, and Unemployment Insurance;

Good knowledge of community resources, services, programs, agencies, and employment resources;

Good knowledge of interview techniques and practices;

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 review information and verify that it is accurate and complete;

Ability to analyze and organize data and prepare accurate records and reports;

Ability to communicate effectively both orally and in writing, and to understand and follow oral and written directions;

Ability to operate a personal computer, utilize common office software programs, and ability to learn proprietary software applications;

Ability to understand and comply with privacy laws and all practices related to the safekeeping of County and client information;

Ability to interact with customers, co-workers, and the general public in a professional and courteous manner at all times;

Ability to understand and empathize with the needs and concerns of others;

Ability to establish and maintain effective working relationships with others;

Sound judgment; resourcefulness; initiative; tact; and sensitivity to the reactions of others; and Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- a) Graduation from a regionally accredited or New York State registered two (2) year college with an Associate's Degree or higher; OR
- b) Graduation from high school or possession of a high school equivalency diploma; AND one (1) year of full time experience or its part-time equivalent examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility, interviewing, collecting and compiling data, account keeping or related work; OR
- c) Graduation from high school or possession of a high school equivalency diploma; AND two (2) years of full time or its part-time equivalent clerical experience; OR
- d) An equivalent combination of training or experience as defined by the limits of (a), (b), or (c) above.

SPECIAL REQUIREMENTS FOR ACCEPTANCE OF APPLICATIONS:

Possession of a valid New York State Driver's license is required at the time of appointment, and such license must be maintained in good standing throughout the tenure of employment in the position.