



Jurisdiction Class: Competitive
Civil Division: County
Adopted by PO: 6/13/2022

SENIOR SOCIAL SERVICES PROGRAM EXAMINER

DISTINGUISHING FEATURES OF THE CLASS:

The position involves duties which require an experienced employee who can supervise a group of employees engaged in establishing financial eligibility for the various programs administered by the Department of Social Services. Incumbent may supervise a unit within the eligibility section, or a section responsible for establishing financial eligibility, and may perform eligibility related functions. The role that this individual assumes depends upon the workload and organizational structure of the agency. Supervision is exercised over Social Services Program Examiners and clerical support staff as assigned. The work is performed under the general supervision of a higher level staff member. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Serve as a working supervisor over a group of Social Services Program Examiners and clerical support staff;
Assign and review the work of subordinates;
Review case records and approve eligibility determinations made by Social Services Program Examiners;
Approve referrals of clients to social services section for services;
Assist in the formulation of policies and procedures, and interpret Federal, State and local policies;
Assist in establishing necessary controls for determining staff performance and evaluating performance;
Receive, review and prepare reports related to assigned program areas;
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 necessary action to correct errors;
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 assessments, and develop employability and/or self-sufficiency plans;
Monitor client's employment or self-sufficiency activities while providing coaching and feedback;
Conduct recertification's or renewals to determine a client's 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.

NOTE: Incumbent will have their name placed on an emergency contact list maintained at the Yates County Sheriff's Office, and will be expected to accept phone calls and respond accordingly to emergency situations that may occur outside of regularly scheduled business hours.

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 plan, assign and supervise the work of others;
Ability to obtain and analyze facts, and use facts in making judgments regarding eligibility;
Ability to read and understand complex written material,
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;
Sensitivity to the reactions of others;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- a. Graduation from high school; or possession of a high school equivalency diploma; **AND EITHER**
- b. Completion of two (2) years, (sixty (60) semester credit hours) or more of study in a regionally accredited or New York State registered college or university, with coursework in social work, sociology, psychology or a related field; **AND** three (3) years of full-time or equivalent part-time paid 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. Five (5) 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; inclusive of two (2) years of which were performed under the title of Social Services Program Examiner; **OR**
- d. An equivalent combination of training and experience as defined by the limits of b. and c. above.

NOTE: Satisfactory completion of semester credit hours from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees may be substituted for work experience as follows: Thirty (30) credit hours is equivalent to one (1) year of experience; sixty (60) credit hours is equivalent to two (2) years of experience.

SPECIAL REQUIREMENT FOR APPOINTMENT AND CONTINUED EMPLOYMENT:

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.