

## CHIEF SOCIAL SERVICES EXAMINER

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position involving responsibility for planning, coordinating, supervising, and managing the performance and activities of a section which determines financial and categorical eligibility for the various programs administered by the County Department of Social Services. Duties are broader in scale, are performed with more independence, and involve a greater variety of related functions and usually exercises supervision over a greater number of subordinates. Work is performed under the general direction of the Commissioner of Social Services or the Deputy Commissioner. A Chief Social Services Examiner does related work as required.

### TYPICAL WORK ACTIVITIES:

- Assists in the formulation of local policies and procedures which relate to eligibility for the various programs administered by the local social services districts;
- May be designated as a primary resource person in interpreting Federal, state, and local policies as they relate to specific agency programs;
- Plans, coordinates, supervises, and manages activities within assigned area of responsibility;
- Establishes necessary controls for determining staff performance and makes necessary performance evaluations;
- Maintains cooperative relationships with other units and sections of the agency;
- Maintains contact with community groups and other agencies in area of responsibility;
- Conducts meetings and attends conferences to stay abreast and informed of changes, problems, approaches, and other matters associated with the work;
- Assigns work, establishing goals, work performance standards, and assuring deadlines are met;
- Reviews records and reports generated by an electronic data processing system to monitor and evaluate department activities;
- Responds to personnel and labor contract problems in consultation with superiors or other appropriate persons;
- Reports policy and practice changes in designated program areas to administration and other managers impacted by such changes;
- Audits case records for adequacy of program policy effectiveness;
- Coordinates the implementation of new program processes;
- May address community groups and organizations concerning assistance programs administered by the department.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Comprehensive knowledge of Federal, state, and local social services laws and programs as they affect eligibility for assistance; comprehensive knowledge of agency's overall programs, policies, and procedures; thorough knowledge of other laws and programs which may affect eligibility, such as worker's compensation, social security and unemployment insurance; thorough knowledge of modern principles of supervision; working knowledge of relevant computer applications; ability to communicate and deal effectively with others; ability to direct the work of others in a collaborative manner which follows the mission/vision of the organization; ability to lead and to build and maintain goal focused teams as a strong, positive team player; ability to plan, coordinate, manage, and supervise the work of others and to evaluate

their performance; ability to prepare reports; ability to use a computer; initiative; tact; judgment; leadership; emotional maturity; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS:

*PROMOTION:* Three (3) years of permanent competitive status as a Senior Social Services Examiner.

*OPEN COMPETITIVE:* Six (6) 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, one (1) year of which has been in a supervisory capacity.

*NOTE:* Study in a regionally accredited college or university or one registered by New York State or a New York State registered business college may be substituted for the general experience, but not for the supervisory experience, on a year for year basis.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 11/16/00

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