

SENIOR SOCIAL SERVICES EXAMINER

DISTINGUISHING FEATURES OF THE CLASS: The work involves reviewing and then approving or disapproving determinations, made by subordinate Social Services Examiners, as to the financial and categorical eligibility of applicants for, and recipients of, assistance programs provided by the Department of Social Services. An incumbent reviews and evaluates applications, documentation, records, and other forms of communication to ascertain compliance with current federal, state, and local laws, regulations, policies, and procedures. The work is performed under the general supervision of a higher level Social Services Examiner with broad leeway permitted in the use of independent judgement. Direct supervision is exercised over a group of subordinate Social Services Examiners and clerical employees. A Senior Social Services Examiner does related work as required.

TYPICAL WORK ACTIVITIES:

- Reviews and evaluates applications of assistance which may have been submitted by subordinates to check that information provided by clients agrees with verification provided, to assure budgets and/or allowances are correctly calculated, to ascertain whether clients may be eligible for other forms of assistance and to obtain a general overview of cases;
- Approved or disapproves eligibility determinations of subordinates;
- Determines if further action is needed in accordance with established policies and procedures;
- Trains new employees to perform functions necessary in determining the financial and categorical eligibility of clients for assistance programs;
- Keeps workers informed and trains them to adapt to changes in policies, programs, regulations, procedures, and systems;
- Attends meetings and 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;
- Responds to telephone or written inquiries from clients, landlords, and others;
- Approved and/or directs referrals to other units of the agency or to outside sources of potential assistance;
- May oversee special grant programs;
- Obtains emergency grants where appropriate for clients in emergency situations;
- Utilized an electronic data processing system to record, review, process, verify, update, make inquiries, and monitor the work;
- May, on occasion, address community organizations concerning assistance programs administered by the department;
- May explain program requirements and the basis of eligibility determinations to clients unhappy with a subordinate examiner's explanation.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of current agency programs, resources, policies, procedures, and applicable laws and regulations; a knowledge of current social problems, the culture of poverty and their relationship to the problems of individuals; an ability to read and understand written and quantitative information, recognize conflicting facts and missing or inaccurate information; an ability to listen and make clear an accurate oral explanations of requirements in terms understood by clients and subordinate workers; ability to work under pressure, meet deadlines, and assimilate facts quickly; ability to plan, review, supervise, and prioritize the work of others; good independent judgement; physical condition commensurate with the demands of the position.

PROMOTION QUALIFICATIONS: Two years of permanent competitive class service as a Social Services Examiner.

MINIMUM QUALIFICATIONS: (Open competitive)

High school graduation plus three years experience in examining, investigating, or evaluating claims for assistance, veterans, or unemployment benefits, insurance or similar program operating under established criteria for eligibility.*

* *NOTE:* Study in a regionally accredited college or university or one registered by New York State or a business school registered by New York State may be substituted for two years of experience on a year for year basis.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

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