

SOCIAL SERVICES EXAMINER

DISTINGUISHING FEATURES OF THE CLASS: The work involves determining the financial and categorical eligibility of applicants for, and recipients of, assistance programs provided by the Department of Social Services. The work involves personal interviews, review and evaluation of applications and records and other forms of communication, and is performed in accordance with Federal and State laws, regulations, policy and local procedures. The work is unique in that incumbents must be prepared and able to cope with the pressures of dealing effectively and within established systems with client groups impacted by a variety of current social problems. The work is performed under the supervision of a Senior Social Services Examiner. A Social Services Examiner does related work as required.

TYPICAL WORK ACTIVITIES:

- Provides information to clients and others on Department programs, services, and regulations through personal interviews, phone contacts, and writing;
- Conducts information gathering interviews with clients;
- Assists clients in completing applications for assistance and related documents;
- Reviews applications and related documents for completeness, accuracy, and consistency;
- Verifies information on applications and related documents through personal interviews, phone contacts, and field visits;
- Determines client eligibility for services and, where appropriate, determines the level of service that clients will receive through a comparison of data on the application and the standards for eligibility contained in statute, rules, and regulations;
- Calculates client budgets;
- Initiates forms reflecting client's status and eligibility, including changes in the status of clients receiving services;
- Assists clients in emergency situations including obtaining emergency grants where appropriate;
- Operates data entry machines to establish and adjust records, review data, and register information;
- May, on occasion, contact landlords and others to assist clients having difficulty with housing, expenses, and other basic problems of daily living;
- May attend hearings to provide testimony involving challenged eligibility determinations.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Good knowledge of interviewing techniques and methods; good knowledge of current agency programs, resources, policies, procedures, and applicable laws and regulations; an understanding of current social problems, the culture of poverty and their relationship to the problems of individuals; ability to deal with people in a supportive, non-threatening manner; ability to deal with a variety of emotional behaviors on the part of applicants; ability to perform computations with accuracy; ability to listen and make clear and accurate oral explanations of requirements in terms understood by clients; ability to elicit responses from applicants and recognize conflicting facts and missing information; ability to

work under pressure, meet deadlines, and assimilate facts quickly; emotional maturity and stability; logical; good judgement; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

- A) Two (2) years of work experience involving the examination, investigation, or evaluation of claims for assistance, veteran's or unemployment benefits, insurance, or a similar program or service operating under established criteria for eligibility;

OR

- B) Two (2) years of work experience involving substantial communication with adults involving persuasion, negotiation, explaining, or counseling. This experience must have involved the exercise of judgement in dealing with or responding to another person. (Typical jobs involving this experience may include customer service representatives, people providing personal services, people providing social services, interviewers, counselors, and similar jobs involving periodic confrontation with a client, customer, member of the public, etc.);

OR

- C) An equivalent combination of experience as limited by A), B), and C) above.

NOTE: Study in a college or university may be substituted for the experience on a year for year basis.

Study must have been at a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your study was at an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the New York State Civil Service website. You must pay the required evaluation fee.

CATTARAUGUS COUNTY CIVIL SERVICE

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