

## SUPERVISING 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 direction of the Commissioner of Social Services or the Deputy Commissioner. A Supervising 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.

### *When assigned to a satellite office location of the Department of Social Services:*

- Acts as a supervisory generalist in overseeing employees involved in a variety of agency programs;
- When uncertain policy issues arise, may contact designated supervising resource personnel in the main office location in Olean, New York;
- Arranges staffing of the office, acting upon requests for time off and dealing with personnel problems, should they arise.
- May, on occasion, in the absence of a Senior Examiner, act on eligibility determinations;
- Reviews employability determinations on a daily basis;
- Responds to non-routine problems of clients, landlords, and others through telephone conversations, written communication, and personal meetings;
- Reports mechanical or structural problems concerning facilities, building, and equipment to maintenance staff for correction, and other tasks inherent in being in charge of the branch office location.

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; ability to communicate and deal effectively with others; ability to plan, coordinate, manage, and supervise the work of others and to evaluate their performance; ability to prepare reports; initiative; tact; judgement; leadership; emotional maturity; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS:

*PROMOTION*: One (1) year of permanent competitive status as a Principal Social Services Examiner; or two (2) years of permanent competitive status as a Senior Social Services Examiner.

*OPEN COMPETITIVE*: Five (5) 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

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