

Jurisdictional Class: Competitive
Adopted: July 19, 1971
Revised: August 3, 2010

SOCIAL WELFARE EXAMINER

DISTINGUISHING FEATURES OF THE CLASS: This work involves responsibility for performing assignments in connection with determining financial eligibility, categorical classification, continued financial eligibility, and income maintenance depending on the size, organizational structure, and work activity needs of the social service district. The work involves the review and evaluation of applications and records, and direct interviews with applicants. The work involves responsibility for providing social work services to individuals/families to assist them with their economic, emotional, social, and environmental difficulties. The work is performed under general supervision according to prescribed policies and procedures. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Builds and maintains rapport with client by setting a positive tone, encouraging client participation, providing positive reinforcement, displaying positive non-verbals, and using active listening;
- Handles difficult behavior, employing a variety of communication strategies;
- Identifies the need for services through in-depth discussions and assessments with clients (drug and alcohol, domestic violence, etc);
- Maintains liaisons with various individual agencies to which individuals and families can be referred for services;
- Facilitates group sessions to help clients prepare for work, find stable employment, and become self-supporting with as few setbacks as possible;
- Works with client strengths to develop goals and related action steps that will lead to self-sufficiency;
- Participates and contributes in formal process reviews in order to streamline current procedures;
- Participates in case conferencing, service plan reviews, and family group conferencing with other district staff and outside agencies to develop a plan to address strengths, barriers, and recommended treatment. May require incumbent to participate in home visits;
- Thinks independently in addressing clients needs;
- Appears at administrative or judicial proceeding when required to interpret decisions on applications;
- Reviews the certification form to determine that all statements are complete and consistent with every item of information provided. Where necessary for clarification or completion of certification form, asks applicant appropriate questions and makes necessary additions or corrections on the form;
- Makes an evaluation of applicant's financial eligibility for assistance, determines initial and on-going categorical eligibility, authorizes benefits in a timely manner outlined in federal and state regulations, and evaluates available resource details in relation to financial eligibility;
- Prepares and computes budget for the applicant;
- Assists clients in making arrangements for day care, transportation, and other transitional services in order to obtain employment;
- Advises the applicant about the program under which he/she is eligible for assistance and any documentation or additional information which is necessary for final program classifications;
- Informs applicants about the range of services in the agency;
- Recognizes indicators of potential fraud related to citizenship, residency, household composition, household expenses, income, or resources, and refers to the appropriate investigative unit.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Knowledge of federal, state, and local social services laws and programs as they affect eligibility for financial assistance, supportive services, and other resources available;

Familiarity with other laws as they affect eligibility, such as Worker's Compensation, Social Security, and Unemployment Insurance;

Ability to analyze facts obtained and use facts in making judgments regarding client services;

Ability to establish and maintain successful relationships with people;

Ability to understand and follow policies, procedures, and directions;

Good powers of observation and analysis;

Sound judgment.

MINIMUM QUALIFICATIONS: Either:

- (a) Graduation from a regionally accredited or New York State registered two (2) year college or university with an Associate's Degree in Human Services, Behavioral Sciences, or related field; or
- (b) Sixty (60) semester credit hours from a regionally accredited or New York State registered college or university with at least fifteen (15) credit hours in Human Services, Behavioral Sciences, or related field and one (1) year of human services or social work experience; or
- (c) Graduation from high school or possession of a high school equivalency diploma and two (2) years of human services or social work experience; or
- (d) An equivalent combination of training and experience as defined by the limits of (a), (b), and (c) above.

SPECIAL REQUIREMENT: Assignments made to employees in this class may require reasonable access to transportation to meet field work requirements in the ordinary course of business.

NOTE: Your degree must have been awarded by 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 degree was awarded by 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 Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.