

Jurisdictional Class: Competitive
Adopted: July 19, 1971
Revised: July 30, 2010

SENIOR SOCIAL WELFARE EXAMINER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the determination and recommendation of the need for services, and the development of plans to meet the client's needs on extremely complicated/unusual cases. The incumbent is responsible for the front-line supervision of Social Welfare Examiners and other subordinates. The role that this individual assumes depends upon the workload and organizational structure of the agency. 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)

Serves as a working supervisor over a group of social welfare examiners or supervises a unit or section;
Establishes a relationship with individuals and families to assist them in accessing various recommended services;
Assists in the formulation of policies and procedures and interprets Federal, State, and local policies and programs;
Utilizes various management tools to ensure program integrity is maintained;
Reviews social welfare examiner's recommendation and approves or disapproves it on unusual/complicated cases;
Establishes necessary controls for determining staff performance and makes necessary performance evaluations;
Prepares required statistical reporting mandated by Federal, State, or local policies;
Maintains liaison with various individual agencies to which individuals and families can be referred for services;
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;
Periodically reviews cases to determine changes in client's circumstances which may affect changes in service delivery;
Informs applicants about the range of services in the agency;
Makes referrals for full field investigations where presumption of fraud is indicated;
Provides feedback on validity of decisions to the agency to pinpoint cause of errors;
Appears at administrative or judicial proceedings when required to interpret decisions on applications.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

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

Senior Social Welfare Examiner

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 and two (2) years of human services or social work experience; 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 the Human Services, Behavioral Sciences, or related field and three (3) years of human services or social work experience; or
- (c) Graduation from high school or possession of a high school equivalency diploma and four (4) 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.