

SOCIAL SERVICES EMPLOYMENT SPECIALIST

JOB CODE: 5303
DEPARTMENT: Tioga County Department of Social Services
CLASSIFICATION: Competitive
SALARY GRADE: CSEA - Grade VII
ADOPTED: Revised 5/00, 5/12, 5/16, Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for aiding public assistance and food stamp applicants and recipients in obtaining employment or learning skills to enable them to obtain employment through a variety of programs. An incumbent reviews the employment capabilities and limitations of recipients and assigns them to job readiness, job placement and/or job training activities. The work involves establishing lines of communications with private employers in local industry, municipalities, education facilities and State employment services to place and/or train applicants. The work is performed under the general supervision of a Principal Social Welfare Examiner with leeway allowed for exercise of independent judgment in carrying out details of the work. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Interviews employable recipients who have made application for public assistance and food stamps to learn of skills, education, previous work experience, childcare, transportation needs and barriers to employment;
- Evaluates the needs of recipients and prescribes an education and/or training program within guidelines of Federal, State and local allowable activities;
- Counsels public assistance clients with respect to program placement;
- Consults with other Social Services personnel regarding individual cases;
- Contacts employers and/or insurance agencies regarding wages of applicants, disability benefits pending, health certified day care homes and in securing transportation;
- Monitors recipients progress and follows policy according to such progress;
- Compiles personal data on each recipient and prepares comprehensive reports;
- Keeps records required by the State and Local Regulations;
- Enters and maintains data on state and local computer systems;
- Performs initial intake by interviewing and assessing the applicants situation to determine eligibility for various benefit programs;
- Reviews the certification form to determine that all statements are complete and consistent with every other 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 applicants financial eligibility for assistance, may determine initial categorical eligibility, evaluates available resource details in relation to financial eligibility;
- Prepares and computes budget for the applicant;
- Advises applicant of the eligibility determination, the amount of assistance, and when the first grant can be expected;
- 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 clarification;
- Maintains files and computerized records, including all necessary documentation related to the intake, assessment, follow-up and financial assistance services provided;
- Recommends emergency grants as needed;
- Makes recommendations of financial eligibility;
- Explains the validation process to the applicant;
- Advises the applicant about his/her duty to keep the agency informed of any changes in status which may affect his/her eligibility for assistance;
- Informs applicant about the range of services in the agency; if mandatory, or requested by the applicant or client, or need for services is indicated, refers applicant to social services section, or to other specialists, such as resources, housing, employment, legal or medical, etc.;

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- May provide follow-up interviews by phone or in person to obtain feedback in relation to clients progress;
- Makes referrals for field investigation where the possibility of fraud is indicated.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS: Good knowledge of techniques of counseling, interviewing and placement; good knowledge of concepts related to cultural, environmental and personal factors influencing lives of persons who are economically deprived with low income and unemployed; good knowledge of sources of occupational information related to vocational placement; guidance and training; ability to work with clients in a variety of counseling and vocational guidance situations; ability to establish and maintain good relationships with public assistance recipients, private employers, educational and community agencies relative to job training or placement; ability to evaluate employment and/or training applications in terms of eligibility for employment or need for training; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS (Either):

- (a) Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree in social science, human services or resources or other closely related field of study structured to prepare individuals in the field of counseling; **OR**
- (b) Graduation from high school or possession of a high school equivalency diploma AND four (4) years of full-time paid work experience in employment interviewing, casework, counseling or closely related position with similar duties and responsibilities; **OR**
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b).

NOTE: Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experience requirements.