

HEAD SOCIAL WELFARE EXAMINER

JOB CODE: 3303
LOCATION: Department of Social Services
CLASSIFICATION: Competitive
SALARY: CSEA - Grade XI
ADOPTED: Revised 7/97; 10/01, Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for planning, coordinating and supervising the performance and activities of the temporary assistance and eligibility functions of the agency. Duties, though similar to those of principal social welfare examiner, are broader in scale, are performed with more independence and involve a greater variety of related functions. The work is performed under direct supervision of the Director or Income Maintenance. Supervision is exercised over the work of subordinate staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Assists the Director of Income Maintenance in the formulation of policies and procedures which relate to financial eligibility for the various programs administered by the local Social Services district;
- Interprets and implements federal, state and local policies and programs as they relate to financial eligibility;
- Plans, coordinates, supervises, reviews and manages activities within assigned area of responsibility including the supervision of team Social Welfare Examiners;
- Oversees daily operations of the Temporary Assistance Unit in the absence of the Director of Income Maintenance, assuming Supervision of the Principal Social Welfare Examiner under such circumstances;
- Completes staff performance evaluations and follows through necessary corrective action issues;
- Maintains contact with community groups and other agencies in area of responsibility.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Comprehensive knowledge of federal, state and local social service laws and programs as they affect eligibility for financial 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; sound judgment; sound leadership; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

PROMOTIONAL: Candidates must be permanently employed in the competitive class (or allocated to non-competitive class in accordance with section 55A of Civil Service Law) in the Tioga County Department of Social Services and must have served continuously in the competitive class on a permanent basis for six (6) months immediately preceding the date of the written test as Principal Social Welfare Examiner or twelve (12) months as a Senior Social Welfare Examiner.

OPEN COMPETITIVE: Graduation from high school or possession of a high school equivalency diploma and six (6) years of full-time paid experience or its part-time equivalent examining, investigating or evaluating claims for assistance such as veterans or unemployment benefits or similar program operating according to established criteria for eligibility. One year of the above experience must have been in a supervisory capacity.

NOTE: Study in a regionally accredited or New York State registered college, university or business school may be substituted for four years of experience on a year -for-year basis.