

RESOURCE ASSISTANT

JOB CODE: 6301
LOCATION: Tioga County Department of Social Services
CLASSIFICATION: Competitive
SALARY: CSEA - Grade VII
ADOPTED: Revised 10/01; 11/07, 5/16 Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for reviewing the financial resources of applicants and recipients of public assistance. Also includes responsibility to provide cost effective determinations for third party health insurance. An incumbent of this classification acts as a consultant to all staff and recommends disposition of equities so the interests of both the recipient and the public are protected. The work involves a prescribed routine with latitude for the exercise of independent judgment in the analysis of specific cases. Supervision is provided by a higher level Social Services employee. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Contact employers and health insurance providers for information on available third party health insurance and conduct cost effective determinations. Update eMedNY and payments as determined. Handle payment issues between recipients and the state;
- Investigates, through contacts with banks, insurance companies, employers, state, Federal, and local agencies, to determine assets, resources and benefits available to applicant for assistance;
- Report results of investigations in casework folder for information of Social Welfare Examiner;
- Conducts continuous investigations of resources for clients to detect any financial changes in status;
- Utilize various applications to ensure all resources have been explored;
- Conducts continuous comparisons as to resources between case files and investigation results, reports any variants to Social Welfare Examiners for action in recommending continuance or cessation of aid;
- Assists in monetary recoveries through estate and accident investigations;
- Assists in preparing deeds, mortgage assignments and liquidation papers for further review if necessary;
- Makes reports on work and results;
- Furnishes resource information to casework staff;
- Attends and participates in staff meetings as resource representative.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of insurance, real estate and business procedures; good knowledge of provision of State Social Services Law as related to Social Services client resources; good knowledge of techniques of resource investigation; good knowledge of office terminology, procedures, and equipment; ability to prepare detailed plans for the utilization of real and personal property; ability to prepare detailed activity reports; ability to get along well with others; initiative and resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and **EITHER:**

- a) Graduation from a regionally accredited or New York State registered two-year college with an Associate's degree in accounting, business administration or a closely related field; **OR**
- b) Two (2) years of full-time paid general business experience (or it's part-time equivalent) in accounting, banking, insurance, real estate or a closely related field; **OR**
- c) An equivalent combination of training and experience as defined by the limits of a) and b).