

SOCIAL WELFARE EXAMINER

JOB CODE: 5306
DEPARTMENT: Tioga County Department of Social Services
CLASSIFICATION: Competitive
SALARY GRADE: CSEA - Grade VI
ADOPTED: Revised 12/01; Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for determining financial eligibility for the various programs administered by a local social services district and recommending amount of assistance in accordance with established policies and procedures. An employee may perform any one or a combination of 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 services district. In some cases, employees may provide on-going case management services. The work is performed under direct supervision and involves the review and evaluation of applications and records and direct interviews with applicants. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Performs initial intake by interviewing and assessing the applicant's 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 applicant's 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 change 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;
- May provide follow-up interviews by phone or in person to obtain feedback in relation to clients progress;
- Make referrals for field investigation where the possibility of fraud is indicated.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of Federal, state and local social service laws and programs as they affect eligibility for financial assistance and money payments; working knowledge of other laws as they affect eligibility, such as Worker's Compensation, Social Security and Unemployment Insurance; ability to deal effectively with others; ability to get along well with others; ability to analyze facts obtained and use facts in making judgements regarding eligibility; ability to understand and follow directions; good powers of

2. Social Welfare Examiner

observation and perception; tact; sound judgement; 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 an Associates degree; **OR**
- (b) Graduation from a high school or possession of high school equivalency diploma and two years of full-time paid work experience or its part-time equivalent in a human services or social services setting; **OR**
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b).

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