

Social Welfare Examiner Tompkins County

Department: Department of Social Services

Classification: Competitive

Labor Grade: 11

Approved: Board Action 10/25/1982

Revised: 10/82; 5/84; 1/88; 4/88; 11/90; 5/91; 2/05; 1/11; 9/15

By: HH, Commissioner of Personnel

MINIMUM QUALIFICATIONS: EITHER:

- a. Completion of two years (60 college credit hours) of study in a regionally accredited or New York State registered college or university; **OR**
- b. Graduation from high school or possession of a GED and two years of experience in examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

ADDITIONAL REQUIREMENT:

The applicant must possess a valid New York State driver's license at the time of application and maintain such license for the duration of employment.

DISTINGUISHING FEATURES OF THE CLASS:

This position involves responsibility for determining financial eligibility for the various programs administered by the local social services district and/or recommending amounts of assistance in accordance with established policies and procedures. Incumbents perform a combination of assignments in connection with determining financial eligibility, categorical classification, continued financial eligibility, and income maintenance. The work involves the review and evaluation of applications and direct interviews with applicants. Social Welfare Examiners use computer terminals (CPT's) in the performance of the duties, although this use is limited to the input or retrieval of information and does not involve data processing or computer programming. Work is performed under the direct supervision of a higher ranking Social Welfare Examiner, with some leeway allowed for the exercise of independent judgement in planning and carrying out the details of the work according to prescribed rules and procedures. Supervision over the work of others is not a function of this position. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Interviews clients and applicants for assistance, going to clients' homes, hospitals or institutions when necessary;
- Reviews and evaluates certification forms, examining and verifying supporting documents;
- Evaluates and confirms income and resources to determine categorical and financial eligibility;
- Codes client information for data entry;
- Prepares and computes client needs statements (budgets) according to State and federal guidelines;
- Advises applicants of eligibility determination;
- Recommends emergency grants as needed;
- Explains all aspects of client responsibility and eligibility to clients;
- Acts as liaison with other agencies, landlords, utility and fuel companies and interagency units;
- Identifies problems presented by clients and acts as an information and referral resource;
- Makes referral to other DSS units or other social service agencies;
- Provides services around basic needs (food, shelter, fuel, clothing and furnishings) when necessary for the immediate well being or safety of the client or dependent children.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Working knowledge of Federal, State and local social service laws and regulations as they affect eligibility for entitlement programs;
- Working knowledge of other laws and program regulations as they affect eligibility, e.g., such as Worker's Compensation, Social Security, and Unemployment Insurance;
- Working knowledge of community resources and departmental programs;
- Working knowledge of the Welfare Management Computer System;
- Ability to work with people in a supportive, non-threatening manner;
- Ability to redirect non-constructive client behavior to the purpose of the interview;
- Ability to analyze facts obtained and use facts in making judgments regarding eligibility;
- Ability to read and understand complex written material, including quantitative information;
- Ability to record verbal and quantitative information with accuracy;
- Ability to perform complex computations with accuracy;
- Ability to understand and follow oral and written directions;
- Ability to perform close, detail work involving considerable visual effort and strain;
- Ability to operate a computer terminal;
- Good observation skills;
- Good judgment;
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

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