

ORANGE COUNTY CLASS SPECIFICATION

TITLE: SENIOR SOCIAL WELFARE EXAMINER **GRADE:** 10

TITLE ABBREVIATION: SR SOC WEL EXM **TITLE NO.:** 6668

JURIS.CL: C **SALARY CODE:** 01 **EEO CODE:** PR **FLSA CODE:** NE

DEPARTMENT: SOCIAL SERVICES **DIVISION:** INCOME MAINTENANCE

SUPERVISOR'S TITLE: VARIOUS

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for serving as a lead worker to a small number of Social Welfare Examiners who are involved in performing a variety of tasks related to determinations of financial and categorical eligibility for program assistance at the Orange County Department of Social Services. Additionally, incumbents in this class will assist in training new employees assigned to their units and will be individually responsible for performing tasks involved in establishing eligibility for assistance. The duties cover diverse functions such as Eligibility Programs, Child Support, and Managed Care. Work is carried out in accordance with established policies and procedures, and involves providing technical assistance and direction to a designated group of Social Welfare Examiners as well as being responsible for a reduced caseload. This position differs from that of Social Welfare Examiner by virtue of its level of responsibility and lead worker responsibilities. Work is performed under general supervision with some latitude for independent judgment in identifying and providing for training methods and in the performance of work assignments. Directs the work of Social Welfare Examiners, Social Welfare Examiner Trainees and clerical personnel. Does related work as required.

TYPICAL WORK ACTIVITIES:

Assigns and reviews work within assigned area of responsibility;

Assists with training of new employees assigned to unit through individual and/or group conferences;

Assists Social Welfare Examiners in the interview process as required;

Interviews applicants for program eligibility and prepares and computes budgets for assistance;

Establishes necessary criteria for determining staff performance and oversees personnel activities including but not limited to training, performance evaluations, and discipline;

Advises clients as to amount of assistance and orients them to various aspects and procedures of program;

Maintains cooperative working relationships with other units, divisions, departments, and agencies to facilitate the delivery of entitlement benefits;

May appear at judicial or administrative proceedings when required to interpret decision;

Contacts cooperating agencies to verify client's documentation for eligibility;

Creates and maintains client files, accesses computer data and prepares necessary reports;

May coordinate the provision of medical care to the indigent by enrolling clients, authorizing client benefits and vendor payments, and monitoring quality control for clients and vendors under the auspices of the Managed Care Program;

May present information on support investigations to family Court, record and transmit court decisions to appropriate staff for preparation of documents and follow up related to child support enforcement.

FULL PERFORMANCE, KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of federal, state and local social service laws and programs as they affect eligibility for financial assistance and money payments; good knowledge of other laws as they affect eligibility such as workmen's compensation, social security and unemployment insurance; good knowledge of interview procedures and practices; ability to direct the work of others; ability to analyze facts and make judgments regarding eligibility; ability to communicate effectively both to workers and clients; ability to make basic arithmetic computations; good powers of observation and perception; tact; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- (A) Completion of 60 credit hours and one (1) year of experience in examining, investigating, or evaluating claims for Assistance, Veterans or Unemployment benefits, Insurance, or a similar program operating under established criteria for determining financial eligibility using the interview process; OR
- (B) Graduation from high school or possession of a high school equivalency diploma and three (3) years of experience as described in (A) above; OR
- (C) An equivalent combination of training and experience as described in "A" and "B" above.

Special Requirement: Possess and maintain a valid driver's license.

Note: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.