

ORANGE COUNTY CLASS SPECIFICATION

TITLE: SOCIAL WELFARE EXAMINER **GRADE:** 9

TITLE ABBREVIATION: SOC WEL EXM **TITLE NO.:** 6691

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

DEPARTMENT: SOCIAL SERVICES/EMPLOY & TRAINING **DIVISION:**

SUPERVISOR'S TITLE: VARIOUS

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position in the Department of Social Services or the Employment and Training Administration. Incumbents in this class participate in the delivery of programs including: Temporary Assistance, Medical Assistance, Day Care, Child Support and Food Stamps. The work is performed in accordance with established regulations and department policy, and involves in-depth interviewing, frequently under stressful conditions; making appropriate referrals; and the processing and maintenance of a variety of forms and records. The class differs from that of Social Welfare Examiner Trainee by virtue of its being at the full performance level to which the Social Welfare Examiner Trainee is promoted upon successful completion of a one year traineeship. Depending on unit and/or assignment, work is performed under the direct or general supervision of a higher level employee. Supervision is not a normal function of this class, except when assisting with the on-the-job training of a Social Welfare Examiner Trainee. Does related work as required.

TYPICAL WORK ACTIVITIES:

Conducts in-depth interviews to elicit sufficient information to approve, deny, or determine the eligibility for a social service program, make an appropriate referral, or proceed with further investigation;

Contacts by mail and telephone a variety of sources to document information on applications;

Keeps abreast of changing laws, regulations and policies in order to assure the correct provision of financial services and to perform related duties;

Re-determines or recertifies approval for a financial service;

Records information on forms to be entered into data storage and retrieval systems to record and update case records, to compute budgets, etc.;

Researches applicant status, prior history, and payment or grant history utilizing various data storage and retrieval systems;

Informs, and advises clients/applicants on the services provided by the agency and on related services provided by other agencies;

Refers clients/applicants to appropriate Services Divisions, and/or assists the clients/applicants by referral or representation in securing other services such as Housing, Employment, Legal Assistance, Medical Assistance, Family Planning, etc.;

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

May investigate, compile, and provide information for the purpose of paternity establishment and child support collection;

May make field visits;

To prevent client eviction, makes financial arrangements with public utilities, landlords, and employers;

May assist with on-the-job training of Social Welfare Examiner Trainees.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of investigation techniques, including interviewing procedures and practices; working knowledge of Federal, State, and local laws, codes, and policies concerning the provision of Social Welfare Programs; working knowledge of other laws, codes and programs relating to the provision of human services; ability to communicate both orally and in writing; ability to relate to others under stressful conditions; ability to read and understand moderately complex written information; ability to analyze obtained information and determine its pertinence to eligibility programs; good powers of observation and perception; initiative; tact; patience; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Successful completion of a one year traineeship as a Social Welfare Examiner Trainee.

Special Requirement: Possession of a valid driver's license.

REVISED: 7/23/90

REVISED: 5/20/92

REVISED: 3/20/98 kmg

REVISED: 4/10/00 kmg

REVISED: 9/11/03

REVISED: 11/05/04 AG

EEO CODE UPDATE: 7/19/12