

ORANGE COUNTY CLASS SPECIFICATION

TITLE: SOCIAL WELFARE EXAMINER TRAINEE **GRADE:** 08

TITLE ABBREVIATION: SOC WEL EXM TR **TITLE NO.:** 6695

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

DEPARTMENT: SOCIAL SERVICES/EMPLOYMENT + TRAINING **DIVISION:** VARIOUS

SUPERVISOR'S TITLE: VARIOUS

DISTINGUISHING FEATURES OF THE CLASS: This is an entry-level traineeship in the Department of Social Services or the Employment and Training Administration. Appointees to this class are provided training for a period of one year consisting of classroom and on-the-job segments designed to provide essential knowledge and some skills including a variety of regulations on the financial service programs, investigation techniques, and interviewing. The trainee will take on more complex duties and greater independence in the delivery of financial service programs including: Temporary Assistance, Medical Assistance, Day Care, Child Support and Food Stamps. Upon the successful completion of the training program, the employee is promoted to the full performance position of Social Welfare Examiner without further examination. Work is performed under the direct supervision of a higher level employee. Supervision is not a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES:

Receives classroom and on-the-job training in investigation techniques, including interviewing procedures and practices, Federal, State and Local Law and Policies, and/or procedures concerning the provisions of Social Welfare Programs and related Human Service Programs;

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

Trains in, and redetermines or recertifies approval for a financial service;

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

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

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

Trains in, and refers clients/applicants, as indicated to the Services Divisions, or assists by referring or, to a limited degree, represents the client/applicant in securing other services such as Housing, Employment, Legal Assistance, Medical Assistance, Family Planning, etc.;

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

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;

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

Trains in and may make field visits;

Learns to prevent client eviction, makes financial arrangements with public utilities, landlords, and employers.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working 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: Either:

- (A) Completion of sixty (60) credits; OR
- (B) Graduation from high school or possession of a high school equivalency diploma and two (2) 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 determining financial eligibility involving the interview process.

Special Requirements: 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.

Revised: 3/21/2023 AT