

## **SOCIAL SERVICES EXAMINER**

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves 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 Services Examiners use personal computers in the performance of the duties, but this does not involve computer programming. Work is performed under the supervision of a higher-level Social Services 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. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Interviews clients and applicants for assistance, going to clients' homes, community settings, 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;

Data entry via various software programs;

Prepares and computes client needs statements, or budgets according to State and Federal guidelines;

Advises applicants of eligibility determination;

Recommends emergency grants as needed;

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 medical, and furnishings when necessary for the immediate well being or safety of the client or dependent children.

### **FULL PERFORMANCE 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 internal and external clients in a supportive, non-threatening manner;

Ability to obtain facts in a structured interview setting;  
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 personal computer;  
Good observation skills;  
Good judgment.

**MINIMUM QUALIFICATIONS:**

- A) Completion of two years (60 semester hours) of study in a regionally accredited or New York State registered college or university; OR
- B) Graduation from high school or possession of an equivalency diploma and two years of experience in either:
  - 1)Examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or similar programs operating under established criteria for eligibility; **OR**
  - 2)In a human services agency, identifying client's problems and referring clients to appropriate resources; **OR**
- C) Graduation from high school or possession of an equivalency diploma and three years of clerical experience in an office setting which involved contact with the public; OR
- D) An equivalent combination of training and experience as defined within the limits of A) B) and C) above.

R59            04/04/16  
                 Revised 10/10/18, 8/1/22

COMPETITIVE