

Jurisdictional Class: Competitive  
EEO Category: Professional  
Revised: 01/17/2020  
Approved by NYS OTDA: 03/04/2008

## **SENIOR SOCIAL WELFARE EXAMINER**

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves duties which require an experienced employee who can supervise a group of employees engaged in establishing financial eligibility for the various programs. Employees may also supervise a unit providing special services to public assistance recipients. Supervision is exercised over a group of Social Welfare Examiners and clerical employees. The work is performed under the supervision of a Principal Social Welfare Examiner or a Case Supervisor. The incumbent performs related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

Serves as a working supervisor over a group of Social Welfare Examiners and clerical employees;

Assigns work to, and reviews the work of, subordinate employees;

Signs authorization forms after verifying information for each individual case;

Confers with subordinates on problem cases;

Implements established Federal, State and local policies, programs, rules and regulations;

Approves referral of clients to social services section for services;

Assists supervisor in examining each case for which a fair hearing is requested, and determines existing problem and possible resolution;

Ensures that the correct rules and procedures are applied in the determination and application of both categorical and financial guidelines;

Assists supervisor in establishing necessary controls for determining staff performance and makes necessary performance evaluations;

May make home visits.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of Federal, State and local social services laws and programs, as they affect eligibility for financial assistance and money payments; good knowledge of other laws, as they affect eligibility such as Workers' Compensation, Social Security and Unemployment Insurance; ability to plan and supervise the work of subordinate employees; ability to work effectively with others; ability to analyze facts obtained, and use facts in making judgments regarding eligibility; ability to understand and follow directions.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Successful completion of sixty (60) semester credit hours at a regionally accredited or NYS registered college or university, of which at least thirty (30) credit hours were completed in social work, sociology, psychology or a related field\*\* **AND** two (2) years of experience in social service-type programs examining, investigating, or evaluating claims and/or complaints for assistance, veterans, or unemployment benefits or a similar social service-type program operating under established criteria for eligibility; **OR**

continued...

**MINIMUM QUALIFICATIONS cont'd:**

- (B) Successful completion of thirty (30) credit hours at a regionally accredited or New York State registered college or university, of which at least fifteen (15) credit hours were completed in social work, sociology, psychology or a related field\*\* **AND** three (3) years of experience examining, investigating, interviewing, or evaluating claims and/or complaints; or in customer service\*.

**\*Customer Service:** Cashier experience will not be acceptable as a qualification.

**\*\*Related Field:** May include the fields of business, criminal justice

**SPECIAL REQUIREMENT:** Certain assignments made to employees in this class will require access to transportation to meet field work requirements in a timely and efficient manner.

Adopted: 01/28/1982

Revised: 07/11/1990; 08/27/1991; 12/22/1995; 02/16/1996; 09/19/1996;  
03/21/2007; 02/11/2008; 11/02/2016; 01/17/2020