

SENIOR SOCIAL WELFARE EXAMINER

DISTINGUISHING FEATURES OF THE CLASS: This is review and evaluation work of a moderately complex nature involving responsibility for gathering information and reviewing and evaluating records and applications within the several programs administered by the Department of Social Services (e.g. Public Assistance, Medical Assistance, Food Stamps). The work differs from that of a Social Welfare Examiner in the independence of decision making and difficulty of assignments. The work is performed under the general supervision of a higher-level examiner and in accordance with established policies and procedures, and work guidance (e.g. lead work) may be provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:

Determines appropriate documents and reviews them to verify eligibility and/or determine further required actions;
Initiates contacts with outside agencies to verify eligibility for financial assistance;
Testifies at administrative or judicial hearings;
Makes recommendations for disposition of cases reviewed;
Enters financial information used for budget calculations into a computer terminal and retrieves information, when necessary;
May provide work guidance to new employees and Social Welfare Examiners in the performance of unit work;
May prepare reports of findings;
May make field visits to verify information.

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 in various social services programs; working knowledge of interviewing techniques and principles; working knowledge of laws (Workers' Compensation, Social Security, Unemployment Insurance, etc.), which affect eligibility; working knowledge of the Welfare Management System; ability to effectively communicate with others; ability to gather and analyze facts and make determinations as to financial eligibility of clients; ability to understand and carry out oral and written instructions; ability to prepare routine reports.

MINIMUM QUALIFICATIONS: An Associate's degree or equivalent college credits beyond high school (a minimum of sixty (60) credits) and three (3) years experience in examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility.

NOTE: College or business school study may be substituted for up to two (2) years of this required experience on a year-for-year basis.

PROMOTION: Two (2) years of permanent status as a Social Welfare Examiner or equivalent parenthetical designation (e.g. Social Welfare Examiner (Spanish Speaking), (French-Creole Speaking) etc.).

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Competitive