

GENESEE COUNTY

SENIOR SOCIAL WELFARE EXAMINER (HELP Program)

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this position may be required to supervise a group or unit of Social Welfare Examiners. This work involves the review and evaluation of applications, recertification's, and changes to any of the financial assistance programs. Responsibilities also include client home visits, drug and alcohol follow-up, completion of social interviews to help establish eligibility for SSI or Federal Participation for Medicaid. This work also involves intake eligibility interviews for all program areas, and making autonomous decisions in emergency cases. The staff in this title may be self-directed, and only indirectly supervised by the Director of Financial Services.

TYPICAL WORK ACTIVITIES:

Reviews documents in Agency's files to verify eligibility and/or determine additional action necessary to verify eligibility;
Contacts other agencies to verify client's eligibility;
Appears at Administrative or Judicial proceedings when necessary to interpret decisions;
Do initial interviews; deals with applicant emergencies;
On occasion may be required to determine initial and ongoing program eligibility;
Act as back-up for Employment, Managed Care, Investigation, and Domestic Violence areas. In the absence of the person responsible for that area, make all decisions related to program requirement for that specific area;
Act as a liaison with outside agencies;
Serve on various boards/committees as related to job responsibilities;
Gathers information in support of disability claims including face-to-face social histories and supporting documentation from medical providers;
Provides case management follow up for clients identified as drug/alcohol dependent;
Oversees the Home Energy Assistance Program including supervision of assigned staff;
Assists in the formulation of policies and procedures and interprets Federal, State, and local policies and programs.

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND/OR PERSONAL CHARACTERISTICS: Good knowledge of Federal, State, and local Social Services laws and programs as they affect eligibility for financial assistance. Working knowledge of other pertinent laws and regulations as they affect eligibility, such as

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Workmen's Compensation, Social Security and Unemployment Insurance; ability to deal effectively with others; ability to analyze facts obtained and use facts in making judgments regarding eligibility; ability to make independent decisions, deal with other agencies; good powers of observation; initiative; tact; judgment; emotional maturity.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms. The employee is required to walk, talk and hear.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is moderately quiet.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education, **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: Study in a regionally accredited college or university or one registered by New York State or a business school registered by New York State may be substituted for the experience noted above on a year for year basis.

SPECIAL REQUIREMENTS FOR APPOINTMENT AND CONTINUED EMPLOYMENT:

Possession of a valid New York State Operator's license.

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.

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Non-competitive Class

Adopted 11/27/24