

GENESEE COUNTY

SERVICES/PROGRAM ASSISTANT (HELP Program)

DISTINGUISHING FEATURES OF THE CLASS: The duties of this class involve the responsibility for monitoring and processing of Welfare Management Services (WMS) payments and maintenance of all phases of the Case Management System (CMS). The incumbent in this position writes and implements computer programs to assist in the maintenance and control of various services and programs. The work is performed under the general direction of the Director of Social Services with considerable latitude given for the exercise of independent judgment in planning and carrying out assigned tasks. Does related work, as required.

TYPICAL WORK ACTIVITIES:

Prepare and verify coding and information for various WMS authorizations prior to data entry;
Collect and process necessary financial and resource information for service and program recipients;
Process adoption subsidies;
Determine foster children's eligibility for Medicaid and the category of payments;
Audit records, vouchers, bills, child care attendance sheets, accounting rosters, payments, etc.;
Prepare and maintain computer data bases of a variety of records, reports and statistical data;
Interpret state regulations and recommend changes;
Facilitate coordination and communication between service and program units;
Attend meetings and training;
Audit records, vouchers, bills, accounting rosters, payments, etc. Manages a variety of records, reports and statistical data, some of which is maintained on a PC in Word, Word Perfect, Dbase and Access files. Create and modify above programs;
Audits day care attendance sheets to determine appropriate amount of payment to provider and write payment authorizations. Data enter all information to PC program to effectuate payment.

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 service laws and programs as they affect financial assistance; working knowledge of other laws as they affect a person's eligibility for services and/or programs; ability to follow written

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND/OR PERSONAL CHARACTERISTICS, Cont'd:

and verbal directions; ability to organize and analyze data and compile written reports; ability to communicate effectively both orally and in writing; good judgment; tact.

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 usually quiet.

MINIMUM QUALIFICATIONS:

Possession of a high school diploma or an equivalency diploma recognized by the New York State Department of Education AND two years full-time, paid experience in examining, investigating or evaluating claims for assistance, veteran's 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.

Non-Competitive Class
Adopted 12/22/25

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