

PRINCIPAL SOCIAL WELFARE EXAMINER

DISTINGUISHING FEATURES OF THE CLASS: This is technical supervisory work of a complex nature involving responsibility for overseeing the determination of the financial eligibility of applicants for various programs administered by the Department of Social Services (e.g., Supplemental Nutrition Assistance Program (SNAP), Medicaid, Childcare Subsidy, etc.). The work is performed under the direction of a higher-level administrator and supervision is provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:

Oversees, supervises and manages the social welfare examiner function of a unit;
Reviews recommendations made by examiners for approval;
Contributes to the development of local policies and procedures related to assessing financial eligibility;
Interprets Federal, State and local directives, policies and programs as they relate to financial eligibility;
Supervises the maintenance of records and prepares reports;
Assesses the performance of staff members;
Establishes and maintains working relationships with the various agencies, community groups and organizations that have a connection to eligibility and programs;
Approves client referrals.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of Federal, New York State and local social services laws and regulations as they pertain to eligibility for financial assistance in various social services programs; thorough knowledge of interviewing techniques and principles; good knowledge of laws affecting eligibility for financial assistance (e.g., Social Security, Unemployment Insurance, Worker's Compensation, etc.); ability to understand and interpret Federal and New York State regulations and guidelines for a variety of social services programs; ability to supervise the work of others; ability to communicate effectively, both orally and in writing; ability to establish and maintain cooperative relationships with others; ability to understand and interpret written material; ability to use computer applications (e.g., Welfare Management System (WMS), Local Department of Social Services (LDSS), Excel, etc.)*; ability to prepare reports.

MINIMUM QUALIFICATIONS:

1. An Associate's degree or equivalent college credits (a minimum of sixty (60) credits) and four (4) years of experience in examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance (e.g., health) or a similar program operating under established criteria (e.g., FEMA)**, at least one (1) year of which must have been in a supervisory and/or non-routine capacity (i.e. not entry level)***; or
2. A Bachelor's degree or higher and two (2) years of experience in examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance (e.g., health) or a similar program operating under established criteria (e.g., FEMA)**, at least one (1) year of which must have been in a supervisory and/or non-routine capacity (i.e. not entry level)***.

PROMOTION: One (1) year of permanent status as a Senior Social Welfare Examiner.

*To be demonstrated during the probationary period.

**Established criteria for eligibility refers to a set of predefined and formalized standards or conditions that must be met to qualify for a specific status, benefit, opportunity, or participation, ensuring consistency and fairness. For example, eligibility criteria might include age, education level, income, residency, or specific skills depending on the context, such as job applications, government programs, etc.

***Non-routine duties are tasks or activities that do not follow a predictable or repetitive pattern and often require unique problem-solving skills, creativity and adaptability. It is unlike routine work, which involves activities that are well-defined, structured and can be performed using established procedures or guidelines.