

SENIOR SOCIAL WELFARE EXAMINER

DISTINGUISHING FEATURES OF THE CLASS: This is review and evaluation work of a moderately complex nature involving a responsibility for determining 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 general supervision of a higher-level examiner and in accordance with State guidelines, regulations and established departmental procedures and work guidance (e.g., lead work) may be provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:

Determines which documents are appropriate and reviews the documents to verify eligibility and/or to determine if further action is required.
Initiates contacts with outside agencies to verify eligibility for financial assistance;
Interviews applicants and recipients for assistance and gathers information necessary to make eligibility determinations;
Collects and evaluates information and documentation in accordance with State regulations and established departmental policies and procedures;
Reviews certification forms for completeness and accuracy;
Prepares forms with required budget information, case status and demographics;
Evaluates applicants' financial resources and makes eligibility determinations for assistance in accordance with laws, regulations, policies and procedures;
Advises applicants of program eligibility, amount of grant, obligations, etc.;
Makes referrals for field investigations;
Testifies at administrative or judicial hearings;
Makes recommendations for disposition of cases;
Enters financial information used for budget calculations and retrieves information, when necessary;
Provides work direction and support to new employees and Social Welfare Examiners in carrying out work tasks;
May prepare reports of findings;
May make field visits to verify information.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good 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; good knowledge of interviewing techniques and principles; working knowledge of laws affecting eligibility for financial assistance (e.g., Social Security, Unemployment Insurance, Worker's Compensation, etc.); working knowledge of the Welfare Management System (WMS); ability to communicate effectively, both orally and in writing; ability to establish and maintain cooperative relationships with others; ability to gather and analyze facts and make determinations as to financial eligibility of clients; ability to understand and interpret written material; ability to prepare routine reports.

MINIMUM QUALIFICATIONS:

1. An Associate's degree or equivalent college credits (a minimum of sixty (60) credits) and three (3) 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 for eligibility (e.g., FEMA); or

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2. A Bachelor's degree or higher and one (1) year 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 for eligibility (e.g., FEMA).

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.).

*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.