

SOCIAL WELFARE EXAMINER (FRENCH/CREOLE-SPEAKING)

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 distinguished from that of a Social Welfare Examiner in that some of the duties performed in this position require the incumbent to possess speaking and reading ability in French/Creole at the fluency level indicated in the Note below. The work is performed under the direct supervision of a higher-level examiner and in accordance with State guidelines, regulations and established departmental procedures. Does related work as required.

TYPICAL WORK ACTIVITIES:

Reviews certification forms for completeness and accuracy;
Interviews applicants for assistance and recipients of assistance and gathers information necessary for making eligibility determinations;
Collects and evaluates information and documentation in accordance with State regulations and established departmental policies and procedures;
Evaluates applicants' financial resources and makes preliminary eligibility determinations for assistance in accordance with laws, regulations and policies and procedures;
Prepares forms with required budget information, case status and demographics;
Advises applicants of program eligibility, amount of grant, obligations, etc.;
Makes referrals for field investigations;
Enters financial information used for budget calculations into a computer terminal and retrieves information, when necessary;
Determines which documents are appropriate and reviews them to verify eligibility and/or to determine if further action is required;
Initiates contacts with outside agencies to verify eligibility for financial assistance;
Makes recommendations for disposition of cases reviewed;
May refer applicant to appropriate social services sections (e.g., resource, housing, employment, legal, medical, etc.) and outside agencies;
May testify at administrative or judicial hearings.

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 the Welfare Management System; working knowledge of laws (Workers' Compensation, Social Security, Unemployment Insurance, etc.) which also affect eligibility*; working knowledge of interviewing techniques and principles; ability to establish and maintain cooperative relationships with others; ability to gather and analyze facts and make basic determinations as to financial eligibility of clients; ability to understand and carry out oral and written instructions; ability to understand and interpret written material; ability to speak, read and understand colloquial French/Creole and to translate into acceptable English; awareness, knowledge and understanding of French/Creole culture and mores.

MINIMUM QUALIFICATIONS:

1. An Associate's degree or equivalent college credits (a minimum of sixty (60) credits) and two (2) years of experience in the human services** field; or
2. A Bachelor's degree or higher may be deemed fully qualifying.

(over)

NOTE: Incumbents are expected to possess a Level II proficiency in French/Creole (as defined by the Examinations Division of the State of New York Department of Civil Service) which requires that the incumbent: be able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social and professional topics not requiring specialized vocabulary (e.g., technical engineering, medicine, etc.); can discuss particular interests and special fields of competence in general terms with reasonable ease; possesses adequate comprehension to normal rate of speech; has good control of grammar and errors do not interfere with understanding; can read with understanding standard newspaper, correspondence and official documents.

*To be demonstrated during the probationary period.

**Human services setting shall be defined as a public or private organization in which human services are provided, generally to prevent as well as resolve problems and to assist individuals in functioning as effectively as possible; services include but are not limited to social, economic, psychological, and/or emotional support services that are provided to clients or individuals (services are generally related to public assistance, social services, mental health, substance abuse, aging, special needs children, etc.). Human services experience involves direct contact with clients and such contact requires judgment on the part of human services provider in interacting with or responding to clients.

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Competitive

12.27.2024 New York State Civil Service approved Non-competitive title in the NY HELPS Program.