

HEAD SOCIAL SERVICES EXAMINER

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position involving planning, coordinating, supervising and managing the performance and activities of a unit or section depending upon the examining workload and the organizational structure of the agency. The Head Social Services Examiner may supervise a unit responsible for determining financial eligibility for the various programs administered by the local social services districts or head the Public Assistance Division. Duties, though similar to those of a Principal Social Services Examiner, are broader in scope, are performed with greater autonomy, are related more to policy than procedures and involve a greater variety of related functions, both internal and external to the agency. Work is performed under the general direction of a Deputy Commissioner with wide leeway allowed for the exercise of independent judgment in planning and carrying out assignments. Supervision is exercised over Principal Social Services Examiners and other support staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Assists in the formulation of local policies and procedures which relate to financial eligibility for the various programs administered by the local social services districts;

Interprets Federal, State and local policies and programs as they relate to financial eligibility;

Plans, coordinates, supervises and manages the activities within assigned areas of responsibility;

Handles complaints/concerns from clients, landlords and recipient advocates that cannot be resolved at lower levels;

Maintains cooperative relationships with other units and sections of the agency, through administrative channels;

Maintains contact with community groups and other agencies in area of responsibility;

Maintains extensive up-to-date expertise with department computer systems such as WMS, MMIS, BICS, ABEL, MBLE and FDR;

Conducts training sessions for staff on policy/regulation changes;

Conducts or coordinates training for new staff personnel;

Expedites case flow and problems, delegating follow-up to subordinate supervisors;

Conducts interviews with potential employees and makes recommendations for hiring;

Establishes necessary controls for determining staff performance and makes performance evaluations;

May testify before a grand jury or at jury trials;

Prepares a variety of reports and memos for internal and external use.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Comprehensive knowledge of Federal, State and local social service laws and regulations as they affect eligibility for entitlement programs;

Comprehensive knowledge of the agency's overall programs, policies and procedures;
Thorough knowledge of other laws and program regulations as they affect eligibility including Worker's Compensation, Social Security, and Unemployment Insurance;
Thorough knowledge of community resources;
Thorough knowledge of modern principles of supervision;
Ability to communicate well, and deal effectively with others;
Ability to plan, coordinate, manage and supervise the work of others and to evaluate their performance;
Ability to interpret and apply complex written material to specific situations;
Ability to develop and effectively present training materials and/or classes on specific program content;
Ability to gather information and prepare reports;
Ability to operate a computer terminal;
Ability to perform close, detail work involving considerable visual effort and strain;
Good judgment.

MINIMUM QUALIFICATIONS:

- A) Completion of four years (120 semester hours) of study in a regionally accredited or New York State registered college or university AND six years of experience in a position involving examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility, two years of which must have been in a supervisory position; OR
- B) Completion of two years (60 semester hours) of study in a regionally accredited or New York State registered college of university and eight years of experience in examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility, two years of which must have been in a supervisory position; OR
- C) An equivalent combination of training and experience as described by A) and B) above.