

Jurisdictional Class: Competitive
EEO Category: Professionals
Revised: 01/16/2020

CHIEF SOCIAL WELFARE EXAMINER

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for planning, coordinating and supervising several units within the Income Maintenance, Medicaid, or Employment Divisions. Responsibilities involve considerable contact with public assistance or medicaid recipients, legal aid society representatives, department attorneys and landlords. The work is performed with considerable independence, and requires the application of independent initiative and judgment. Supervision is exercised over Head Social Welfare Examiners and/or Principal Social Welfare Examiners and subordinate personnel. The work is reviewed through conferences for conformance with established rules and regulations. Does related work as required.

TYPICAL WORK ACTIVITIES (Illustrative Only)

Plans, organizes, coordinates and supervises the work of several units involved in establishing financial eligibility for the Income Maintenance, Medicaid, or Employment programs administered by the Department;

Assists in the formulation of policies and procedures which relate to financial responsibility;

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

Answers questions of Head and/or Principal Social Welfare Examiners regarding eligibility, budgeting or classification of regulations, and contacts the State Department of Social Services when clear regulations cannot be found;

Explains actions taken by Social Welfare Examiners and regulations to clients;

Works with Department attorneys regarding fair hearings and attempts to resolve issues prior to hearings;

Reviews fair hearing decisions and instructs staff as to steps to be taken to comply with the decisions;

Receives and processes complaints and special requests of clients, vendors, etc.;

Conducts weekly meetings with staff to discuss policies, procedures, employee problems, work flow, etc.;

Maintains record of training sessions, and decides in conjunction with the Director or Assistant Director, which employees should attend scheduled training sessions;

Establishes and maintains communication with various community agencies;

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

Prepares correspondence and reports;

Prepares agency response to audit and quality control reviews that evaluate agency's compliance with State and Federal regulations;

Acts in place of the Director or Assistant Director in his/her absence, when part of that unit;

May assist with the interviewing and selection process of the unit;

May act as liaison with inter-departmental and community agencies.

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Comprehensive knowledge of Federal, State and local social services laws and programs as they affect eligibility for financial, medical assistance, or employability; comprehensive knowledge of agency's overall programs, policies and procedures; thorough knowledge of other laws and programs which may affect eligibility, such as Workmen's Compensation, Social Security and Unemployment Insurance; thorough knowledge of modern principles of supervision; ability to communicate and work effectively with others; ability to plan, coordinate and supervise the work of others, and to evaluate their performance; ability to prepare reports; initiative; good judgment.

MINIMUM QUALIFICATIONS; Either:

- (A) Successful completion of sixty (60) credit hours at a regionally accredited or New York State registered college or university **AND** seven (7) years of experience in examining, investigating, or evaluating claims for assistance, veterans or unemployment benefits, or a similar program operating under an established criteria for eligibility; three (3) years of which shall have been in a supervisory capacity; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma **AND** nine (9) years of experience in examining, investigating, or evaluating claims for assistance, veterans or unemployment benefits, or a similar program operating under an established criteria for eligibility; three (3) years of which shall have been in a supervisory capacity.

SPECIAL REQUIREMENT: Certain assignments made to employees in this class will require access to transportation to meet field work requirements in a timely and efficient manner.

Adopted: 01/28/1982
Revised: 08/27/1991; 08/30/1995; 09/04/1996