

Jurisdictional Class: Competitive
EEO Category: Officials/Administrators
Revised: 01/07/2026

DIRECTOR OF INCOME MAINTENANCE

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for planning, organizing, coordinating and directing several programs through subordinate supervisors relating to the determination of financial eligibility for services. Such programs include public assistance, Medicaid, food stamps, work incentive and work relief. Responsibilities include the formulation of policies and workflow within the guidelines, rules and regulations promulgated by the Federal and State governments. The work is performed with considerable latitude for the exercise of independent initiative and judgement under the administrative direction of the Commissioner of Social Services, who reviews the work through conferences for adherence to established policies and objectives. Supervision is exercised over many Social Welfare Examiners, Senior Social Welfare Examiners, Principal Social Welfare Examiners, Assistant Director of Income Maintenance, and clerical employees. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Plans, organizes, coordinates, and directs the activities of the financial eligibility programs of public assistance, Medicaid, and food stamps;
Establishes procedures and workflow for programs as they relate to financial eligibility;
Formulates policies and procedures for assigned programs in accordance with Federal and State guidelines, rules and regulations;
Interprets Federal, State and local laws for application and compliance;
Determines personnel requirements and training in income maintenance units;
Reviews income maintenance for compliance and efficiency;
Reviews activities and decisions of subordinate supervisory staff;
Supervises the preparation of required reports;
Maintains liaison with other units within the Department, and with municipal agencies and agencies with the community.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Comprehensive knowledge of Federal, State and local social service laws and programs as they affect eligibility for financial assistance; comprehensive knowledge of the Department's overall programs, policies and procedures; comprehensive knowledge of other laws and programs which may affect eligibility such as Worker's Compensation, Social Security and unemployment insurance; comprehensive knowledge of social services administration, including modern principles and practices of social casework and public assistance law, and the ability to apply these in the performance of duties; thorough knowledge of modern principles of supervision; ability to prepare clear and accurate records, reports and correspondence; ability to plan, organize, direct and coordinate the work of subordinate personnel; good judgement; initiative; tact.

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MINIMUM QUALIFICATIONS: Either:

Open Competitive:

- (A) Possession of Bachelor's Degree, **AND** six (6) years of experience in social case or income maintenance work with a public or private social agency adhering to acceptable standards; two (2) years of which must have been in a supervisory capacity; **OR**.
- (B) Possession of Associate's Degree **AND** eight (8) years of experience in social case or income maintenance work with a public or private social agency adhering to acceptable standards; two (2) years of which must have been in a supervisory capacity

Promotional:

Candidates must have full-time, permanent status for a period of **twenty-four (24) months as a Chief Social Welfare Examiner or forty-eight (48) months as a Head Social Welfare Examiner or seventy-two (72) months as a Principal Social Welfare Examiner** in the Oneida County Department of Family and Community Services.

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.

NOTES:

- 1. Degree(s) must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.
- 2. Satisfactory completion of one (1) year of full-time study in a recognized graduate school of social work is equal to one year of required social case work experience; two (2) years of such training is equal to three (3) years of required social case work experience, excluding supervisory experience.

Adopted: 02/15/1977

Revised: 01/28/1982, 08/12/1996, 09/24/1996, 12/29/1998, 01/16/2020, 01/07/2026

Oneida County Civil Service

