

**PRINCIPAL SOCIAL WELFARE EXAMINER**

**Distinguishing Features of the Class:** This is a supervisory and administrative position involving responsibility for planning, coordinating, overseeing and evaluating programs and activities, of one or more units or sections, engaged in the intake and on-going case management of clients who are recipients of a variety of services that will assist them in becoming self-sufficient. This class differs from that of a Senior Social Welfare Examiner by virtue of the fact that incumbents have a broader scale of responsibility, more independence in carrying out their responsibilities, and exercise supervision over other supervisory personnel and a greater number of subordinates. The work is performed under the general supervision of the Director of Temporary Assistance or other administrative personnel. Supervision is exercised over Senior Social Welfare Examiners and Social Welfare Examiners. Does related work as required.

**Typical Work Activities:**

- Assists in the formulation of policies and procedures which relate to Temporary and Disability Assistance by making recommendations to supervisors regarding department policies and procedures;
- Interprets and disseminates to staff federal, state and local policies and programs as they relate to Temporary and Disability Assistance;
- Plans, coordinates, oversees and evaluates programs and activities designed to assist clients in becoming self-sufficient;
- Establishes necessary controls for determining staff performance and makes necessary performance evaluations;
- Reviews and approves or disapproves recommendations made by subordinates;
- Provides complaint resolution services for clients and outside agencies;
- Assesses need for staff training and supervision;
- Provides direct supervision and training to staff on case management and eligibility responsibilities;
- Participates in community groups and other agencies in planning joint initiatives to assist clients in becoming self-sufficient;
- Acts as liaison on policies and procedures between subordinate examiners and supervisory/administrative staff;
- May provide direct client services as back up to absent or new employees.

**Full Performance Knowledge, Skills, Abilities and Personal Characteristics:**

- Thorough knowledge of Federal, State laws and local regulations and policies that govern applicant/recipient eligibility for social services financial assistance;
- Thorough knowledge of federal, state and local programs which relate to Temporary and Disability Assistance;
- Thorough knowledge of the agency's overall programs, policies and procedures;
- Good knowledge of other laws and programs which may affect eligibility, such as, Workers' Compensation, Social Security and Unemployment insurance;
- Good knowledge of the principles of supervision;
- Ability to interpret and disseminate to staff federal, state and local policies and programs as they relate to Temporary and Disability Assistance;
- Ability to plan, coordinate, oversee and evaluate programs and activities designed to assist clients in becoming self-sufficient;

**Principal Social Welfare Examiner continued**

- Ability to communicate effectively both orally and in writing;
- Ability to plan, coordinate, manage, and supervise the work of others and to evaluate their performance;
- Ability to provide training to staff on case management and eligibility responsibilities to subordinate staff;
- Ability to make recommendations on policies and procedures and assist administrative staff in the formulation of policies;
- Ability to establish and maintain effective working relationships with community groups, other agencies, subordinates and supervisory personnel;
- Ability to read, understand and interpret complex rules and regulations;
- Ability to prepare written and/or reports related to program activities;
- Ability to communicate policies and procedures and act as a liaison between subordinate examiners and supervisory/administrative staff;
- Initiative; Tact; Good Judgment;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree, which included or was supplemented by twenty-four (24) credit hours in behavioral sciences and/or human services coursework and two (2) 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 or two (2) years of experience in a human service agency identifying client problems and referring client to appropriate resources, one (1) year of which must have been in a supervisory capacity; **OR**
- B. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree, which included or was supplemented by twelve (12) credit hours in behavioral sciences and/or human services coursework and four (4) years of experience as defined in (a) one year of which must have been in a supervisory capacity; **OR**
- C. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

For purposes of these qualifications:

**Behavioral Sciences** – coursework includes but is not limited to: psychology, sociology and anthropology, counseling, criminal justice, gerontology, human behavior, social work/social welfare and vocational rehabilitation.

**Human Services** – coursework includes but is not limited to: social work, psychology, gerontology, early childhood development, mental health, developmental disabilities, and vocational and/or psychological counseling, as well as therapeutic modalities such as occupational therapy, physical therapy, and therapeutic recreation education and nursing.

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10/08/98

02/02/00

CLASS:           COMPETITIVE